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**From:** Lesley McCourt  
**Sent:** 18 June 2007 14:31  
**To:** Geoff Gilbert; Bob Dawson  
**Subject:** FW: Transdev Review of 4th Infraco Information Release on 30th March (or 5th April?), excluding Part 3  
**Attachments:** 14016290\_2\_UKMATTERS(Tram Supply Agreement - 17 May 2007).DOC; 14118015\_1\_UKMATTERS(DV TSA ITN v TSA 18 May).DOC; 14158894\_5\_UKMATTERS(Tram Maintenance Agreement re tie Limited).DOC; TMA Document comparison done by DeltaView on 12 June 2007 19.doc

Hi Geoff / Bob,

I'm happy to review these but they seem to have been issued after the one that I have and before my table of comments. Does someone keep a central register so that I can be sure I'm looking at the latest version?

It will save an awful lot of reading

Thanks

Lesley

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**From:** Valerie Clementson  
**Sent:** 15 June 2007 14:18  
**To:** Lesley McCourt  
**Subject:** FW: Transdev Review of 4th Infraco Information Release on 30th March (or 5th April?), excluding Part 3

Regards,

Val

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**From:** David Powell  
**Sent:** 15 June 2007 13:21  
**To:** Lesley McCourt; Valerie Clementson  
**Subject:** RE: Transdev Review of 4th Infraco Information Release on 30th March (or 5th April?), excluding Part 3

Lesley,

There has been an update to both the TSA and the TMA over the last few weeks. We have one of the commentaries against the TSA returned (this might be what you have got - we can check next week). The other bidder's mark-up will be with us on Monday. The TMA mark-ups are both due back next Friday.

Val,

Please would you forward the clean and tracked change versions of the TSA & TMA to Lesley

Best Regards

David

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**From:** Lesley McCourt  
**Sent:** Fri 15/06/2007 13:08  
**To:** David Powell  
**Subject:** RE: Transdev Review of 4th Infraco Information Release on 30th March (or 5th April?), excluding Part 3

David,

CEC01630498\_0001

The only update I have is a copy of with th bidders comments. Is this what you mean?

Lesley

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**From:** David Powell  
**Sent:** 15 June 2007 12:22  
**To:** Lesley McCourt  
**Subject:** RE: Transdev Review of 4th Infraco Information Release on 30th March (or 5th April?), excluding Part 3

Lesley,

The Tramco contracts have been ammended to bring them more closely in line with the Infraco drafting. I think that this exercise will have addressed some, but not all of the issues whiuch you have raised in the Tramco/Infraco review. Could I suggest that you have a look at updating your review in the light of the latest Tramco drafting before we go through the issues?

Best Regards

David

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**From:** Lesley McCourt  
**Sent:** Tue 12/06/2007 15:35  
**To:** Roger Jones (Transdev); Gavin Murray; Martin Donohoe (Scott Wilson); Ennion, Bruce  
**Cc:** Jim Harries (Transdev); David Powell; Alastair Richards - TEL  
**Subject:** RE: Transdev Review of 4th Infraco Information Release on 30th March (or 5th April?), excluding Part 3

Please find attached my comments on the Infraco / Tramco and SDS contract as discussed.

Regards

Lesley

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**From:** Roger Jones [mailto:Roger.Jones@transdevplc.co.uk]  
**Sent:** 12 June 2007 15:20  
**To:** Gavin Murray; Martin Donohoe (Scott Wilson); Lesley McCourt; Ennion, Bruce  
**Cc:** Jim Harries (Transdev); David Powell; Alastair Richards - TEL  
**Subject:** FW: Transdev Review of 4th Infraco Information Release on 30th March (or 5th April?), excluding Part 3

All,

Please find attached our review as issued of Parts 1 and 2 of the ERs version 2.4/2.4, as discussed at this morning's meeting.

Regards,  
*Roger*

Roger Jones  
Project Engineer, Transdev Edinburgh Tram  
City Point, 65 Haymarket Terrace,  
Edinburgh EH12 5HD

Office: [REDACTED]  
Mobile: [REDACTED]

**From:** Jim Harries

**Sent:** 25 April 2007 12:33

**To:** Geoff Gilbert; david.powell@tie.ltd.uk; Martin Donohoe; Matthew Crosse (Matthew.Crosse@tie.ltd.uk); Susan Clark

**Cc:** Alastair Richards - TEL; Trudi Craggs; 'David Crawley'; Tony.glazebrook@tie.ltd.uk

**Subject:** Transdev Review of 4th Infraco Information Release on 30th March (or 5th April?), excluding Part 3

Fellow team members

We have now concluded our review of the Infraco 4<sup>th</sup> Information Release on 30<sup>th</sup> March (or 5<sup>th</sup> April?), (with the exception of Part 3), that has been issued to the Infraco bidders. This review is presented here.

We are concerned that, yet again, very poor quality information has been released to Infraco bidders with insufficient checks prior to its release. Our reviews of previous Infraco documentation releases are summarised below, and the emails referenced below are available on request:

<b>Documentation</b>	<b>Transdev's response</b>
Employer's Requirements in ItN	Email from Jim Harries to Alastair Richards "FW: Employers Requirements sent out to Infraco", dated 22 Oct 06, and Email from Jim Harries to Alastair Richards "Transdev comments on Employers Requirements sent out to Infraco" dated 27 Oct 07. A total of 814 comments.
Infraco 2 <sup>nd</sup> release	Email from Jim Harries to Susan Clark "FW: ITN second release 21 Nov 2006" dated 21 Nov 2006. A total of about 85 comments.
Infraco 3 <sup>rd</sup> release	Transdev are not aware of the contents of this package and has not reviewed it.

We have not attempted to establish how much of our previous reviews of the Infraco documentation releases have been addressed in the 4<sup>th</sup> release, due to resource availability and priorities.

In our review of the Infraco 4<sup>th</sup> Information Release, our review of Part 3 has commenced and will be issued later.

Our review of the remainder of the Infraco 4<sup>th</sup> Information Release is based on the files that were handed on a CD to Jim Harries by Val Clementson on about 11<sup>th</sup> April. The review consists of:

- A table that identifies the key issues
- A table that summarises the number of comments that we make in each section of the document, and
- Detailed comments that are presented as tracked changes in the Word files

The tables referenced above follow, and the Word files are attached to this email.

### Key Issues

<b>Key Issue in Outline</b>	<b>Reference (note that our review of Part 3 is not included)</b>	<b>Importance</b>
The documentation cannot have been checked prior to issue to Infraco, and ownership of the documentation within tie is not clear to us.	All	H
A set of generic presentational issues: <ul style="list-style-type: none"><li>• Inadequate paragraph numbering</li><li>• some page numbering missing</li><li>• about half of all cross references are wrong</li><li>• contents sheet has document numbers and no descriptions that explains what they are</li><li>• confusing file names</li></ul>	All	H

Key Issue in Outline	Reference (note that our review of Part 3 is not included)	Importance
<ul style="list-style-type: none"> <li>inconsistent documentation control</li> <li>Part 2, as issued to Infraco, contains electronic "comments"</li> <li>Poor structure, headings missing</li> </ul>		
Consistency of terminology and definitions throughout the suite of documents. Many issues identified.	All	H
There are many instances of internal conflicts within the package and inappropriate duplication of information. It is the large number of these instances that is of particular concern.	All	H
Infrastructure Maintenance and Tram Maintenance must start prior to driver training.	Information Release and Employer's Requirements	H
Alignment of service patterns is needed.	Part 1a, Part 1d and Information release	H
Lack of clarity on Infraco obligations in terms of run times, road traffic delays and testing.	Part 1a	H
Performance regime concept is unachievable (in Transdev's view).	Part 1a	H
Almost all of this Part 1c places obligations on Tramco. Unclear of its relevance, unless already an obligation on Tramco. If it is, then surely Infraco are aware through tie issuing Infraco with the Tramco documentation.	Part 1c	H
System Acceptance Testing needs a rewrite as it is so flawed, and actually undeliverable in some respects.	Part 1d	H
Conflicts with DPOFA, particularly on cleaning, maintenance and training.	Part 1e	H
Lots of requirements on Tram maintenance. Same comment as for Part 1c.	Part 1e	H
Incorrect statements about the responsibilities of the Operator in respect of Testing and Commissioning. This will let Infraco completely off the hook! See 3.2.32 in Part 2.	Part 2	H
Dates on documentation: 30 March or 5 April. Confusing.	All	M
ROTS/ROGS, and HMRI references all need making both consistent and correct in their context.	All	M
The complete range of elements that make up the total project are unevenly described. Inconsistent and variable level of detail from different authors within the package is evident. This reflects a lack of overall editorial ownership and understanding.	Information Release and Scope in particular	M
Still not aligned to what SDS is doing. Novation risk will fall on tie. There is the separate issue of alignment with the Functional Specification.	All	H
Muddled thinking on Asset Register, Maintenance Manuals and Maintenance Management systems.	Part 1e	M
We wonder to what extent Transdev's previous comments on this section have been considered by tie.	Part 2	M
Transdev has identified several areas that require further detailed checking. Some of these relate to the scope split between the various parties (Infraco, Tramco, Transdev, tie and others). These areas need to be identified, resolved and incorporated into the contract alignment process. Time and resource constraints limited the depth of the checking in these and other areas.	All	M

## Number of Comments

Document		Approximate number of comments
Information Release		52
Index		4
Infraco ROGS Info 20070330		4
"Phase 1a Scope Statement Regarding Inclusion for the Phase 1"		5
Part M1a	Bit before part 1a starts	13
	Part 1a	52
	Part 1b	3
	Part 1c	1
	Part 1d	200
	Part 1e	300
Part M1b	Part 2	200
<b>Total Comments (excluding Part 3)</b>		<b>834</b>

All the best  
Jim Harries

Mobile [REDACTED]  
City Point, 65 Haymarket Terrace, Edinburgh EH12 5HD

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