

Annex 8

Statement of Operation and Resources

In this annex, the contractor has to specify which operations and which resources will be employed for the undertaking of the services. The reason for this is that HUR wishes to ensure that the necessary resources have been allocated, so that the joint execution of the project can be carried out in proactive co-operation.

Well functioning co-operation requires adequate attention to own responsibilities. The principal requirement is that the management ensures that the company's roll and responsibilities towards HUR have been understood, accepted and incorporated into the whole organisation.

It is HUR's aim that the co-operation on a quality product is based on a proactive attitude. This includes for example:

- ensuring conditions for operation in advance
- that reporting of irregularities is ensured as quickly as possible and on own incentive.
- taking the initiative for development of the product quality and service
- that the co-operation prioritises purposeful dialogue and shared information.

HUR wishes to encourage independent intervention and transparency towards challenges, amongst others via close dialogue about the service quality and development of forward-looking ideas.

Well-informed contact persons and staff, who feel responsible for their efforts, are crucial elements for the optimal operation of the total public traffic network.

Factual service information

1. Staff resources

1.1 Overview of number of staff

Tender unit/ Combinations	Daily operation managers	Drivers	Replacement drivers	Mechanics	Washers	Other staff for active traffic management during daily service	Staff for active traffic management in special situations

1.2 Names of contact persons for HUR (key staff). Changes during the contract period must be disclosed to HUR.

	Main responsibility	Garage 1	Garage 2	Garage 3	Garage 4
Management representative					
Responsible for Certification					
Respon. for IT					
Respon. for bus radio					
Respon. for premises					
Respon. for environment					
Respon. for customers					
Respon. for training					
Respon. for quality control					
Respon for Information					
Safety representative					