



Crown
Commercial
Service

Welcome to Vehicle Hire Services Customer Information for the RM1062 Framework Agreement





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1.0 Purpose of this Document

This Customer Information for RM1062 provides guidance on four key purposes:

- 1.1 It provides Central Government (CG) departments, ALBs & NDPBs and the Wider Public Sector (WPS) with guidance on how they can access the RM1062 Framework Agreement
- 1.2 It sets out the key benefits of utilising the RM1062 Framework Agreement
- 1.3 To share the high level procurement process undertaken to provide assurance that current Customer needs have been accommodated during the specification / tender process
- 1.4 To share Frequently Asked Questions (FAQs) along with up to date answers.

2.0 Key Abbreviations, Terms & Glossary

Listed below are a number of key abbreviations and terms which CCS use in this document that you may find helpful.

Abbreviations

<ul style="list-style-type: none">▪ ALB – Arms Length Bodies▪ CCS - Crown Commercial Service▪ CG - Central Government▪ CSR - Corporate Social Responsibility▪ DDA - Disability Discrimination Act▪ FAQs - Frequently Asked Questions▪ HMG - Her Majesty's Government▪ KPI - Key Performance Indicators	<ul style="list-style-type: none">▪ NDA - Non Disclosure Agreement▪ NDPB - Non Departmental Public Bodies▪ OJEU - Official Journal of the European Union▪ QBR - Quarterly Business Review▪ SLA - Service Level Agreement▪ SME - Small and Medium-Sized Enterprises▪ SRM - Supplier Relationship Management
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Terms & Glossary:

Below provides the key terms utilised in this document:

Authority: means the Minister for the 'Cabinet Office' represented by Crown Commercial Service (CCS), which is a trading fund of the Cabinet Office. The Authority acting as part of the Crown, who owns and manages the RM1062 Framework Agreement.

Call-off Contract: means the legally binding contract for the provision of services under the Framework Agreement terms and conditions (T&Cs), made between a Contracting Body and the Supplier. This comprises of the Template Call-Off Form and Template Call-Off Terms.

Clarification Period: a defined period when bidders' questions can be answered.

Contracting Body / Customer: means the public sector bodies able to use the RM1062 Framework Agreement.

Framework Agreement: this is the Crown Commercial Service Framework Agreement for Vehicle Hire Services (RM1062).

Lot: a group of goods or services which an agreement has been divided into and under which a further competition or direct award can be carried out. In this case there are six separate and distinct lots:

- **Lot 1:** Passenger Vehicles
- **Lot 2:** Off-Road 4x4s
- **Lot 3:** Minibuses
- **Lot 4:** Heavy Goods Vehicles
- **Lot 5:** Car Share
- **Lot 6:** International Vehicle Hire

Mandatory Standstill Period (Alcatel): is a period of at least ten calendar days between the intention notification of an award decision and the Framework Agreement being issued to the successful Supplier. Its purpose is to allow unsuccessful bidders to review and challenge the decision before the Framework Agreement is signed.

OJEU Contract Notice: means the advertisement for the Procurement issued in the Official Journal of the European Union.

Project Charters: potential cost and demand management savings opportunities through enhanced best buying with the use of Project Charters to implement/drive saving initiatives.

Supplier: is the supplier(s) contracted to deliver the Vehicle Hire Service to the customer.

Supply Chain: are for example the providers of the vehicle hire provision.



3.0 Introduction to CCS

CCS is an executive agency, sponsored by the Cabinet Office.

3.1 What we do

The Crown Commercial Service (CCS) brings together policy, advice and direct buying; providing commercial services to the public sector and saving money for the taxpayer.

We've brought policy, advice and direct buying together in a single organisation to:

- make savings for customers in both central government and the wider public sector
- achieve maximum value from every commercial relationship
- improve the quality of service delivery for common goods and services across government

We work with over 1,400 organisations in the public sector and our services are provided by more than 2,600 suppliers.

3.2 Who we are

We operate as a trading fund under the Government Trading Funds Act 1973. Our offices are in Liverpool, Norwich, Newport, Leeds, London and Bristol.

3.3 Our responsibilities

We are responsible for:

- managing the procurement of common goods and services, so public sector organisations with similar needs achieve value by buying as a single customer
- improving supplier and contract management across government
- increasing savings for the taxpayer by centralising buying requirements for common goods and services and bringing together smaller projects
- leading on procurement policy on behalf of the UK government.

3.4 Our priorities

Our priorities are to:

- enhance our capability by recruiting more commercial experts
- provide a complete managed service for government departments, which includes demand management, sourcing and contract management
- make it easier for suppliers to do business with government and increase their spend with small and medium-sized enterprises.

Need to contact the CCS Travel Team?

If you are still unsure once you have reviewed this document please do not hesitate to contact the CCS Travel Team via email travel@crowncommercial.gov.uk



4.0 Background to RM1062 Framework

4.1 Current Framework Background

CCS currently has one Vehicle Hire Framework available to Central Government, ALBs & NDPBs **CG, ALBs & NDPBs** and the Wider Public Sector;

- Provision of Pan-Government Vehicle Hire Services – RM807

With the existing Framework due to expire CCS went to the market to replace this Framework.

Since the go live of RM807, the CCS Travel Team, in partnership with key Customers have identified a number of opportunities to further achieve and deliver maximum value and efficiency. Combining lessons learnt with current market knowledge and innovation will enable CCS to improve the service offering to Customers and deliver potential additional savings with RM1062 Vehicle Hire Services being the key vehicle to drive this forward.

4.2 Customer and Supplier Market Engagement

Between July 2013 and November 2014 CCS ran Customer and Supplier activities, including an Industry questionnaire and private sector peer reviews with all outputs being collated. Outputs from this engagement have allowed the CCS Travel team to refresh the approach and introduce solutions such as 'pay as you go', economy solutions etc.

4.3 Strategic Fit

This procurement included:

4.3.1 The new Framework Agreement will be the vehicle to support the CCS strategic objectives, including (but not limited to):

- Supporting Government Agendas on SME growth, CO2 Government Greening Commitment & Data Security
- Reducing the average cost of vehicle hire to Central Government Departments, their ALBs and NDPBs and Wider Public Sector via appropriate commercial arrangements, saving initiatives, innovation and continuous improvement.
- Significantly shape the market and improve customer service concentrating on niche areas like HGV's, Minibuses, 4 x 4's Off Road Vehicles and International Vehicle Hire.
- Grow the scope of services and widen spend under the Framework in line with wider category strategy.
- Provide the opportunity for Central Government and the Wider Public Sector to collaborate, aggregating volumes to secure further savings and to work with regional suppliers, thereby supporting the local economy.
- Improve the access, accuracy and timeliness of Supplier M.I & KPI reporting



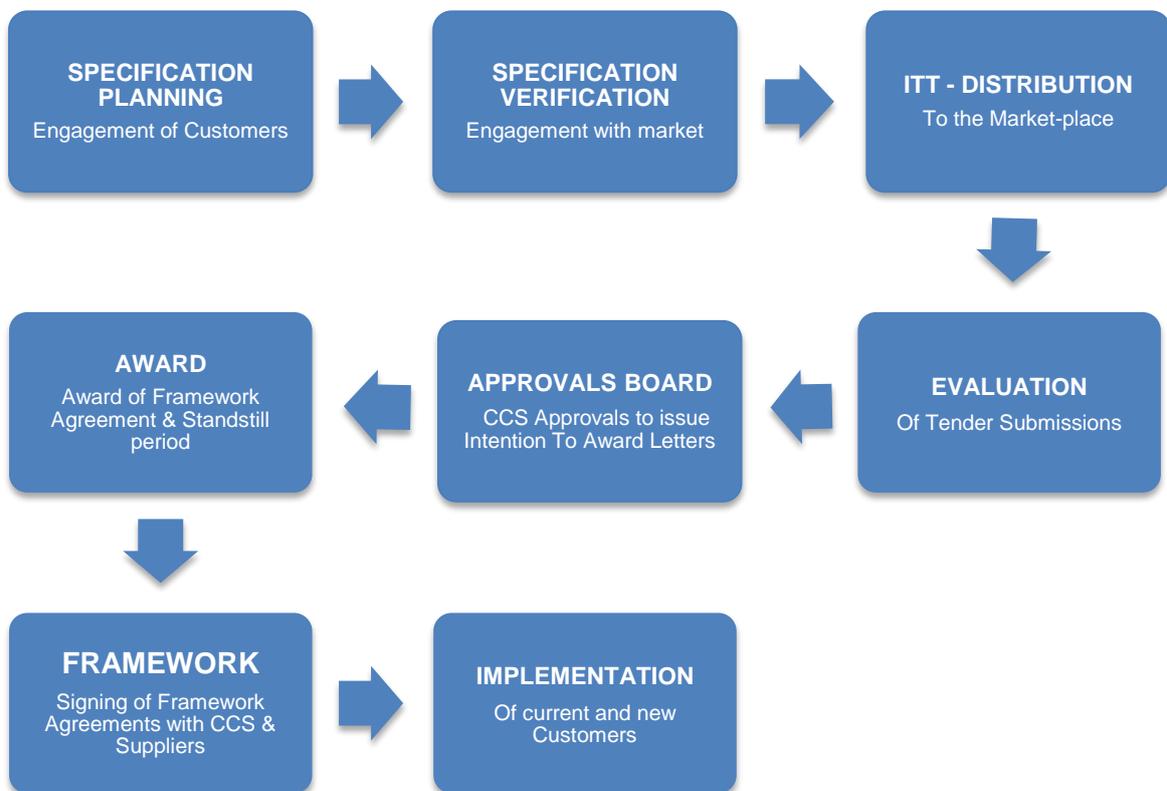
- Support the 2015/16 CCS vision with regard to the vehicle hire managed service and customer engagement.

4.3.2 The new Framework Agreement will be the vehicle to support Government Policy, including but not limited to:

- Supporting and encouraging SMEs to bid for and deliver new EU procurements i.e. testing and trialing new services and products in advance
- Incorporating the required Security standards and assessments in accordance with current HMG guidelines and legislation
- Ensuring the most appropriate and efficient route to market through centralised procurement models
- Ensuring the provision of vehicle hire booking services are fully DDA accessible to all users and comply fully with the Equality Act 2010 and other relevant legislation, e.g. Health & Safety.
- Supporting the Greening Government Commitments of reducing CO2 emissions by the current target of 20%.
- Government Buying Standards now include requirements on reducing emissions and the use of electric and ultra low emission vehicles, which is catered for in the new Framework.
- The introduction of a brand new lot to innovate a new sharing economy solution 'Lot 5' Car Share will provide customers with potential additional saving opportunities and added value.



VEHICLE HIRE PROCUREMENT APPROACH





5.0 What is RM1062 Vehicle Hire Services?

RM1062 is a Framework Agreement with a duration of 3 + 1 years. The Framework is designed to enable Customers to identify the most suitable service to accommodate their business needs. An overview of the key services available through the RM1062 Framework is as follows:

Lot	Key Provisions
1	<p>UK Vehicle Hire: Passenger Car Hire, Light Commercial Vehicles (LCV) Hire, General on road 4-wheel Vehicle Hire.</p> <ul style="list-style-type: none"> For the hire of standard passenger cars in a range of makes and models, and engine size range. Offering a choice of diesel or petrol, auto or manual transmission, and electric or ultra low emission vehicles Light Commercial Vehicles (LCV), up to and including vehicles with a maximum payload of 3.5 tonnes Hire Service of on-road 4-wheel drive vehicles, with electric or manual drive capability.
2	<p>UK 4x4 Wheel Vehicle Hire (with full off-road capability).</p> <ul style="list-style-type: none"> For the hire of 4x4 wheel drive vehicles, with electric or manual 4x4 wheel drive capability These vehicles shall be required to have full off-road capability, and may be required to have a tow bar with the ability to tow up to 3.5 tonnes.
3	<p>UK Minibus Hire.</p> <ul style="list-style-type: none"> For the Hire of Self Drive 9 to 17 seater minibuses.
4	<p>Heavy Goods Vehicles (HGV's) and Heavy Commercial Vehicles (HCVs) over 3.5 tonnes Hire.</p> <ul style="list-style-type: none"> For the hire of Commercial Vehicles (HGV's and HCV's) over 3.5 tonnes All the correct operator licences and permits must be in place to meet the appropriate legislation in the UK and Europe (where applicable) Coverage to be available nationally. Some international hire of HGVs shall be required.
5	<p>UK Car Share.</p> <ul style="list-style-type: none"> To provide Car Share solutions and expert support for Contracting Body(s) to design Car Share solutions Car Share solutions shall include access to pay as you go, short term hires, shared vehicle assets etc.
6	<p>International Vehicle Hire.</p> <ul style="list-style-type: none"> To facilitate the provision of the vehicle hire for Contracting Body(s) worldwide (excluding the UK) Vehicles hire includes: standard passenger cars in a range of makes and models, and engine size range Offering a choice of diesel or petrol, auto or manual transmission Light Commercial Vehicles (LCV), up to and including vehicles with a maximum payload of 3.5 tonnes, 4-wheel drive vehicles, with electric or manual 4-wheel drive on road capability, Minibuses, off road 4 x 4 vehicles and Luton box vans with tail lift The latter are often required for off road use for military exercises.



Below provides an overview of the suppliers in each Lot:

Supplier	1	2	3	4	5	6
Arnold Clark Automobiles Ltd	✓					
Avis Budget UK Ltd					✓	
Co-Wheels Car Club Community Interest Company [SME]					✓	
Enterprise Rent-A- Car Ltd	✓	✓	✓	✓	✓	✓
Europcar Group UK Ltd	✓				✓	✓
Hertz (UK) Ltd	✓				✓	
Hitachi Capital Vehicle Solutions Ltd		✓	✓	✓		✓
Nexus Vehicle Management Ltd [SME]		✓				
Ryder Ltd				✓		
Scott Group t/a Thrifty	✓	✓				
SHB Hire Ltd		✓	✓			
SIXT Kenning Ltd			✓			✓

6.0 Who Can Use the RM1062 framework?

The RM1062 Vehicle Hire Services Framework is available for use by any Central Government Department, Arms Length Bodies (ALBs), Non Departmental Public Bodies (NDPBs), details of which can be found in this link [CG, ALBs & NDPBs](#). It is also available for use by the Wider Public Sector (WPS).

A copy of the OJEU notice, which contains a full list of all Central Government Departments and Wider Public Sector bodies that can use this Framework can be accessed via the following link [RM1062 OJEU](#)



7.0 What Are the Benefits of RM1062?

The new Vehicle Hire Framework is the vehicle to deliver potential savings to Government of £19.1m

Utilising the RM1062, Vehicle Hire Services Framework Agreement can provide a number of benefits across Government to include (but not limited to):

7.1 Increased Scope

Developed following extensive market and customer engagement, the innovative new arrangement sees an increase in the scope of vehicles provided compared to the previous Framework Agreements.

7.2 Improved Service Delivery

In addition to incremental savings for the UK taxpayer, the Framework focuses on improved service delivery through a series of mandatory requirements such as data security, refreshed key performance indicators (KPIs), including the introduction of service credits, and pro-active supplier management.

7.3 Increased Number of Suppliers

Of the 12 suppliers available through the Framework, 2 are small to medium sized businesses and 8 are new suppliers to Government and this arrangement.

7.4 Vehicle to Deliver Savings

Available to all CG departments, their ALBs, NDPBs and the WPS the Framework is the vehicle to achieve potential savings of in the region of £19.1 million through:

- providing price protection for 4 years
- an extended Lot structure which includes additional options for customers and an increased number of Framework suppliers to increase commercial competition
- enabling CG and the WPS to collaborate, aggregating volumes to secure further competition and savings
- introducing a new innovative Lot for Car Share which offers customers cost savings by the introduction of shared fleet resources and pay as you go models
- increasing savings through e-auctions mini competitions / for customers requiring specialist vehicles
- making further efficiency improvements - suppliers will offer consultancy services to look at best practice and new saving opportunities.



8.0 How Do I Use RM1062?

The Vehicle Hire Services Framework Agreement and Call-Off Contract documentation and further guidance can be found on CCS's website [CCS](#)

Contact Crown Commercial Service

Contact travel@crowcommercial.gov.uk for pricing

Direct Award

Direct awarding without further competition may be made under the Framework Agreement if customers can determine that:

- its Vehicle Hire Services Requirements can be met by the Framework Suppliers' catalogues and description of the Vehicle Hire Services as set out in Framework Schedule 2 (Vehicle Hire Services and Key Performance Indicators); and
- all of the terms of the proposed Call-Off Contract are laid down in this Framework Agreement and the Template Call-Off Terms do not require amendment or any supplementary terms and conditions (other than the inclusion of optional provisions already provided for in the Template Call-Off Terms);

Further Competition

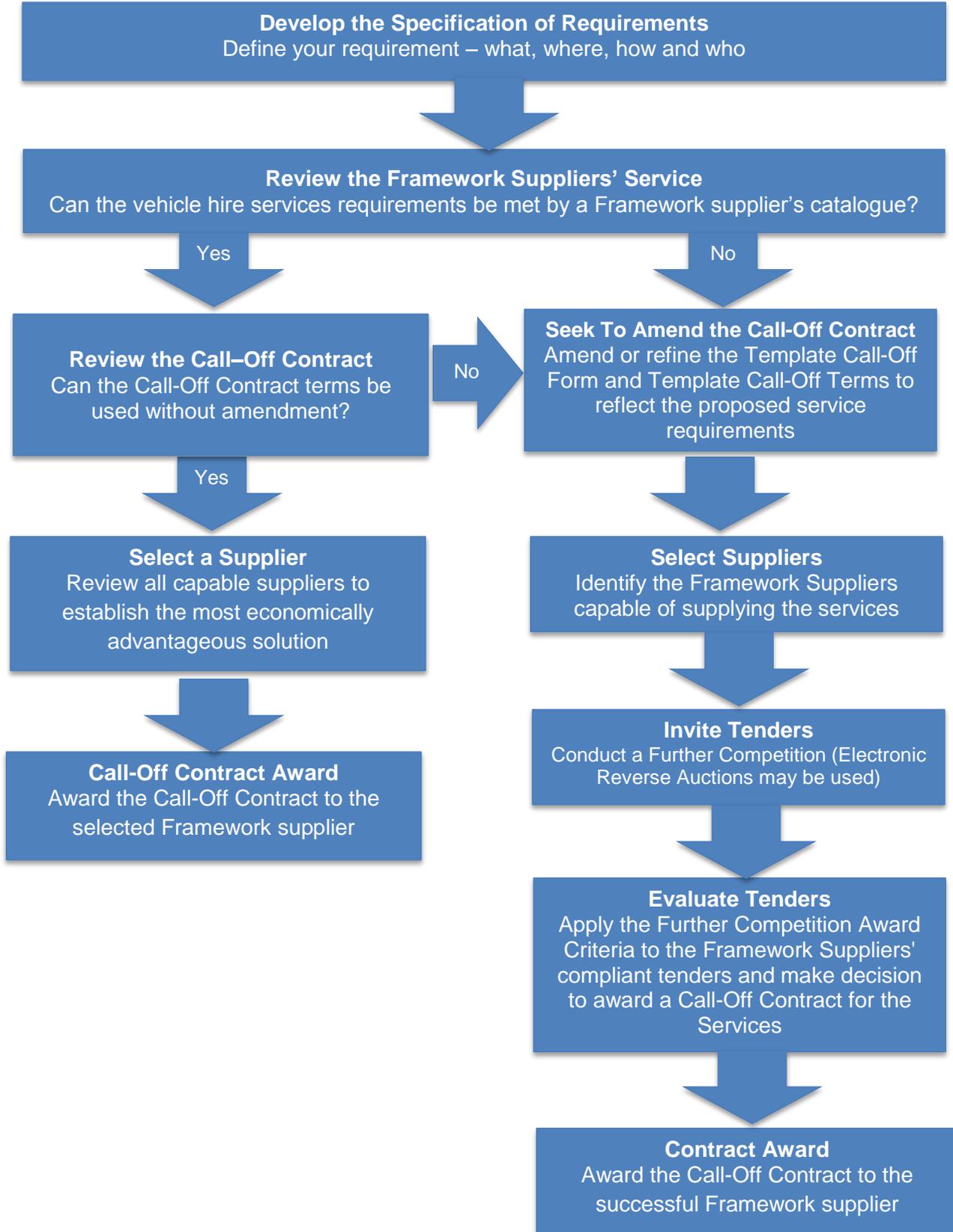
If all of the terms of the proposed Call-Off Contract are not laid down in the Framework Agreement and the customer:

- requires the supplier to develop proposals or a solution in respect of such customer's vehicle hire services requirements; and/or
- needs to amend or refine the Template Call-Off Terms to reflect its vehicle hire services requirements to the extent permitted by and in accordance with the Regulations and Guidance;

then the customer shall award a Call-Off Contract in accordance with the Further Competition Procedure set out in the Framework Agreement.



Vehicle Hire Services Decision Tree





9.0 Roles & Responsibilities

Responsibility of the Supplier :

To Provide to the Customer:

- Implementation support
- Invoicing and invoicing/billing query resolution
- Management of traveller queries
- Perform against service levels
- Monthly management information
- Advice to support continuous improvement and risk management (including crisis support)
- A system compliant with data security
- Suitably qualified staff
- User guides and training
- Satisfactory resolution of service delivery issues.

To Provide to Crown Commercial Service:

- Robust Management analytics and saving recommendations
- Compliance with key performance indicators (KPIs) and Service Level Agreements (SLAs)
- Recommend and execute continuous improvement and risk management plans
- Payment of CCS management fee
- Monthly reporting of operational performance across all customers.

Responsibility of Customer :

To Provide to the Supplier:

- Termination of previous agreement / expiry at Call-Off
- Signed Call-Off Contract
- Support the implementation across all travellers
- Prompt payment of invoices in line with terms and conditions
- Notification of changes that will affect the service (personnel and systems).

To Provide to Crown Commercial Service:

- Escalation of complaints, unresolved issues or issues relating to supplier performance
- Compliance to the Framework Agreement including spend outside the Framework Agreement
- Comply with process compliance for Framework Agreement changes
- Copy of signed Call-Off Contract.

Responsibility of Crown Commercial Service :

To Provide to the Customer:

- Deliver EU compliant vehicle hire agreements
- Deliver a centralised strategy for vehicle hire
- Execute additional sourcing activities in line with the strategy
- Implement relevant procurement policy initiatives
- Measurement and management of suppliers' KPIs across government and progress actions taken to address amber and red KPIs
- Identify and pursue opportunities to improve the level of service to the user
- Establish business requirements and develop standard specifications
- Define an optimal governance structure
- Agree savings methodology
- Programme management and measurement of implementation and value delivered
- Act as the escalation point for complaints or unresolved issues
- Management of high level Risk Register
- Progression of framework change requests (where legal).

To Provide to Supplier:

- A signed Framework Agreement to enable the supplier/customer contractual relationship via a Call-Off Contract
- Co-ordination of customer implementation
- Management of escalated complaints
- Regular supplier reviews and performance management
- Details of additional Central Government departments / ALBs / NDPBs and Wider Public Sector bodies wishing to access the Framework Agreements.



10.0 The CCS Travel Team Promise

Our Promise to Central Government Customers and Wider Public Sector includes, (but is not limited to):

- ✓ Will work with our customers to ensure that Government policy and Framework obligations are adhered to
- ✓ Have developed robust strategies, adopting the most appropriate route to market to maximise leverage across price, quality and time
- ✓ Will closely monitor supplier performance through KPIs, SLAs and the use of Service Credits to ensure that your requirements are being met
- ✓ Have a team of subject matter experts who can offer you best-practice advice to maximise cost savings
- ✓ Research and present the next world-class procurement opportunity

We will also deliver:

Quarterly Business Reviews

- CCS Senior Leadership Team and/or Category will hold quarterly reviews with all strategic suppliers to ensure effective management of the Framework and on-going business improvement / best buying practices are identified and shared across CG and WPS.
- CCS also work with all suppliers to identify opportunities for greater efficiencies to achieve best quality and value for money, through regular benchmarking reviews and continuous improvement planning.
- CCS has and will continue to work closely with senior stakeholders in CG and WPS departments, identifying savings and drive efficiency.
- CCS will work in conjunction with the CG and WPS businesses to identify and implement Project Charters to further support the delivery of saving objectives and best buying practice, to ensure maximum customer satisfaction.
- CCS will also act as an escalation point for all contractual or performance issues that you are unable to resolve with your supplier. The CCS Travel Team will work with both you and the supplier to resolve issues / concerns.



11.0 Additional Information

Below provides additional information you may find useful during your review of this document.

11.1 KPIs & SLAs

Within the Framework we have incorporated a number of KPIs / SLAs and Service Credits. An overview is included below and full details will be provided as part of the Call-Off Agreement.

Item	Details
Key Performance Indicators (KPIs)	<ul style="list-style-type: none">▪ Contract Management▪ Operational Efficiency / Price Savings▪ Demand Management Savings▪ Customer Satisfaction
Service Level Agreements (SLAs)	<ul style="list-style-type: none">▪ Online Booking System Availability▪ Vehicle availability▪ Vehicle specification▪ Vehicle roadworthiness▪ Vehicle collection▪ Additional damage reporting▪ Replacement vehicles▪ Telephone answering times / abandoned calls▪ Management information▪ Complaints resolution▪ Complaints to booking ratio▪ Invoice accuracy
Service Credits	<ul style="list-style-type: none">▪ When SLAs fail Service Credits will apply▪ Driving suppliers to deliver excellent customer service, contract obligations and customer satisfaction



12.0 FAQ's

As a CG customer there may be a number of other questions you have and CCS have endeavored to capture a number below:

Q1. What are the benefits of using the RM1062 Framework?

A1. It provides a service provision to accommodate various businesses needs. Whether you need to hire a standard passenger car or a specialist vehicle, the Framework enables you to make a direct award to suppliers or hold a mini competition / e-Auction to ensure you obtain the best value for money.

Q2. What duration will the Framework Agreement be?

A2. The duration will be 3 years with the option to extend for a further 1 year.

Q3. What duration can my Call-off Contract be?

A3. Call-off Contracts should generally reflect the duration of the Framework Agreement. However, the Call-off Contract doesn't need to expire at the same time as the Framework and can expire before or after the Framework has expired.

Q4. When can I award a Call-off Contract to the new supplier(s)?

A4. As soon as the Framework Agreement goes live you will be able to commence renewing your Call-off Contract. However, you will need to consider timing of when your current Call-off Contract expires.

Q5. Why isn't the Framework Agreement competition subject to e-Auction?

A5. The CCS e-Auction team assessed the viability of running an e-Auction at Framework competition stage. It was felt to be too complex in terms of the numbers of vehicles and tiered duration pricing per individual lot. However, this will not preclude customers from running an e-Auction of their own at further competition stage if they wish to do so.

Q6. Can I aggregate my volumes with other public sector customers?

A6. Absolutely. If you can aggregate with other customers this would provide greater leverage in a further competition.

Furthermore, your further competition could if you wish be carried out through e-Auction.

Q7. Can I change the KPIs that are set in the specification?

A7. Yes. Where the customer wishes to change the KPIs, this can be done within the Call-off Contract in order to meet your specific needs.

Q8. Has this Framework Agreement been made for the Ministry of Defence (MoD) with other customers simply tagged on to it?

A8. No, the Framework specification has been designed to cater for all customers. MoD specific KPIs have not been included. As in the question above, where the MoD wish to change KPIs they would be at liberty to do so in the Call-off Contract.



Q9. What about extra costs added into the cost of a hire vehicle because the MoD's demand profile is significantly different from other public sector customers?

A9. The Framework is structured so that all costs, such as one-way hires, security vetting, etc. are identified separately so a customer can price only for what they need.

Q10. Why have multiple suppliers in the Framework?

A10. It was initially suggested by stakeholders there should be a single supplier but subsequently there was major concern from the same stakeholders that this was high risk in that there was no fall back in the event of continuity of supply failure and concern that supply capacity would not be able to meet demand; hence a multi supplier structure was adopted.

The number of suppliers was put to stakeholder vote late last year and the result was 4 suppliers for the car, on-road 4x4 and LCV lot (Lot 1). This is the lot that the vast majority of customers will access. The Framework competition will establish the best prices at Framework level. Bidders will all have the attractiveness of the entire volume to bid for.

Multiple suppliers are also recommended by the CCS Sourcing Team and by the CCS Commercial Delivery Director as providing the best route to value to money.

Q11. What about using SMEs?

A11. CCS did some research on use of SME's in the marketplace. National suppliers

will use SMEs where they need to augment their geographical service offering. Furthermore, the specification positively encourages the use of SMEs and this will be monitored during the supplier relationship management (SRM) process.

Q12. Will the way I can book a vehicle change?

A12. The vehicle hire suppliers will accept bookings via their dedicated online booking portal, fax, email and by telephone. However, it is highly recommended that all bookings are made by online booking portal as this will ensure the customer's requirements are fully captured and recoded for future reference.

Q13. As a customer stakeholder I have only been provided with a copy of the specification, can I get a copy of other tender documents?

A13. The latest legal advice to CCS is that other documents such as the pricing schedule and tender questionnaire should not be issued to anyone prior to the tender. This guarantees the integrity of the competition and avoids the potential for unnecessary and costly challenges from the supply market.

Price schedules: The tender price schedules are, in the majority of cases, very similar to the current schedules with the base price of the required vehicles being priced according to the duration of hire; pretty much an industry standard pricing structure.

Award questionnaire: The award questionnaire has a series of mandatory questions, which asks the bidder to confirm compliance with each section of the specification. Mandatory questions will also



cover capacity to supply and geographical coverage.

There are also a number of scored questions to test the supplier's ability to deliver continued good quality account management; the achievement of the appropriate level of data security; management of the vehicle order process; complaints; continuous improvement; and management of surcharges. Weighting will be 60% quality and 40% pricing.

Terms & Conditions: The Framework Agreement and Call-off Contract terms and conditions provide highly robust contractual protection to customers entering into a Call-off Contract.

Q14. Under the new Framework how will I be able to keep my costs down?

A14. To minimise the cost of a booking, hire vehicles should wherever possible be ordered during working hours and requested for delivery during working hours. This will avoid additional surcharges by the supplier for their out of hour's service.

- If the customer driving the vehicle can collect and return the hire vehicle to the supplier's local depot, this can save money too. This avoids the supplier's delivery surcharge, and normally the supplier will be able to drop the customer off at their home or office destination providing it is local.
- Customers must, unless otherwise agreed in the Call-off Contract, return the vehicle with a full tank of fuel, otherwise the supplier will charge to top up the fuel tank

and they will also charge a 'pence per litre' surcharge.

- Customers should encourage their drivers to be present at the time of delivery and if possible collection in order to inspect the vehicle being hired to them whilst the supplier is present. This will avoid any disputes about the condition of the vehicle later.
- Consider the engine size of the vehicle hired and whether your journey can be shared with others.
- Don't drive with a 'lead foot'. It uses more fuel, gives out increased CO2 emissions, is less safe and probably doesn't get you there any quicker!

Q15. What additional information can I obtain?

A15. Further information regarding the current vehicle hire Framework Agreement RM807, including how to contact the vehicle hire suppliers and downloads of vehicle hire Framework documentation can be found at: **CCS Agreements** - Click on the 'Lot Details' tab of this web page to view the suppliers.

Other useful resources can be found at:

- The British Vehicle Rental & Leasing Association: **Bvria**
- Government Buying Standards for Transport, including details of maximum emission levels: **Government Publication**
- Vehicle safety assessment: **Euro NCAP**
- For information about car share: **CarPlus**

Not Found What You're Looking For?

If you are still unsure please do not hesitate to contact the CCS Travel Team via email: travel@crowcommercial.gov.uk