

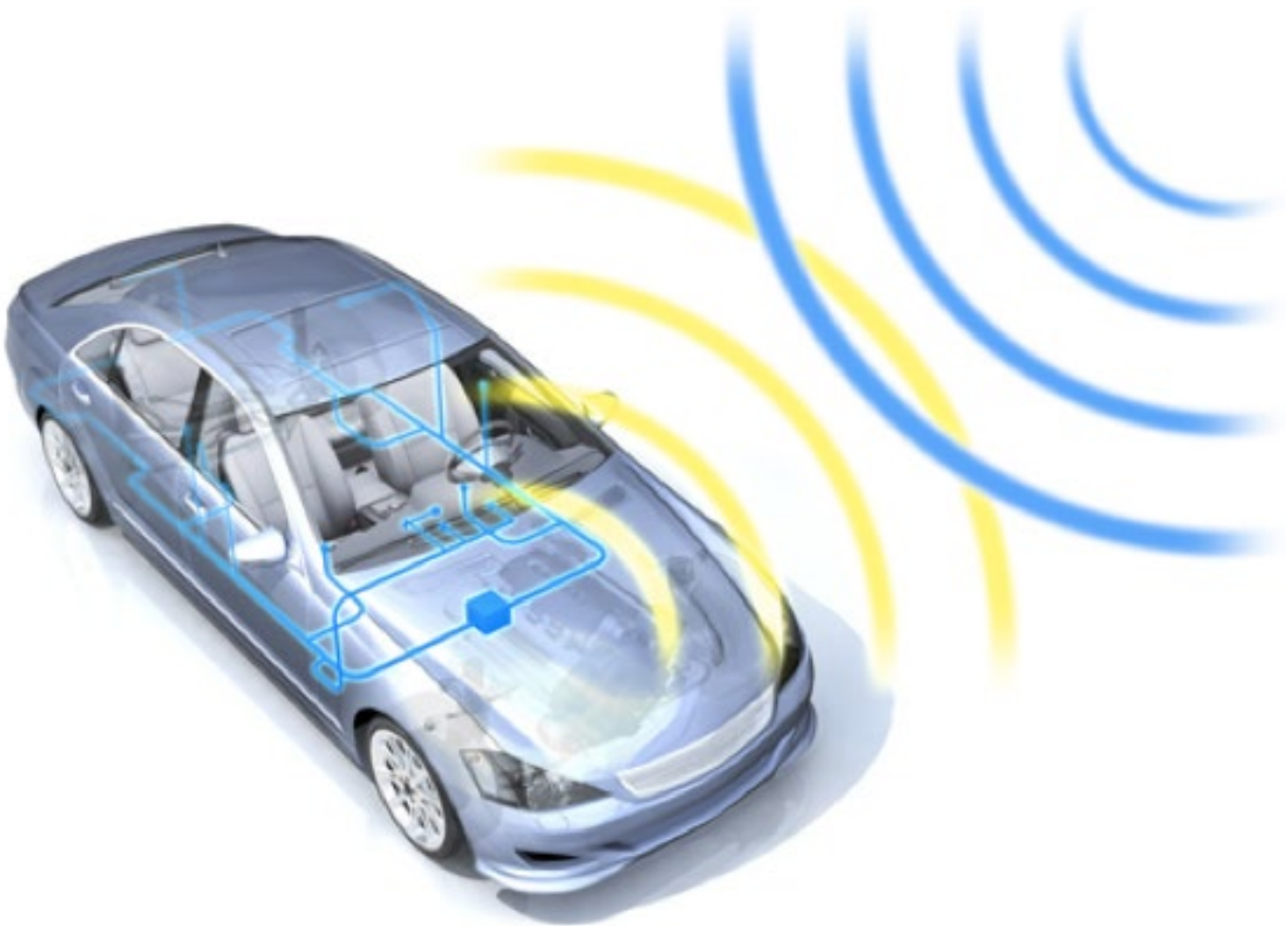


Crown  
Commercial  
Service

# Vehicle Telematics

**Framework agreement RM3754**

**Customer briefing document**



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# 1. Why Telematics?

Telematics is fast becoming a standard solution for managing fleets and driver behaviour.

The telemetry device is a 'black box' connected to a vehicle's on-board diagnostic port. While 'black boxes' continue to be fitted to vehicles, the emergence of web-based apps available on smartphones and other mobile devices also linked to the on-board diagnostic port has led to the creation of the phrase "the connected car".



A vast amount of data is available, which requires expertise to be able to utilise data streams efficiently and prevent information overload. Specialist Telematics providers have produced a variety of systems and methods, enabling such benefits:

**Risk Management** – Access to information to improve safety and knowledge of how vehicles are being used. This will support a reduction in the number of accidents and associated direct and indirect costs, leading to a reduction/stabilisation of insurance premiums.

**Vehicle Tracking** – Supporting the management of risk, driver safety (including two-way communication), work planning and vehicle utilisation.

**Vehicle Utilisation** – Appropriate vehicles used in appropriate roles, which could also reduce total number of vehicles on the fleet and/or the miles travelled, and ultimately vehicle replacement cycles.

**Work Planning** – Effective planning to increase productivity.

**Driver Behaviour** – For example, harsh braking, accelerating and cornering, speeding and vehicle idling. This can then link back to policy, regulation, increased productivity and inform requirements for driver training.

**Fuel Consumption** – Fuel efficiency achieved, influenced by vehicle type and driving style.

**Environmental benefits** – Reduction in carbon and nitrous oxide emissions through effective driver behaviour management and future vehicle procurement selection.

**Supports whole life cost analysis and management** – Aids decision-making on replacement cycles and future vehicle selection. Able to track servicing, maintenance and repair costs on vehicles.

**Supports ability to distinguish between operational and private use** – For vehicles which are in Private User Schemes, linking to tax benefits/expenses and HMRC returns.

**Asset Management** – To support financial accounting requirements, duty of care and regulatory compliance – for example, tracking of driver for long periods of time with no rest period.

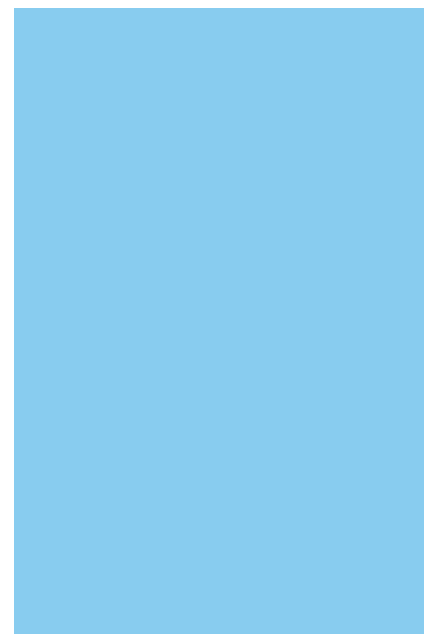
**\*\* Telematics can save £3 for every £1 spent! \*\***



## 2. Employee Benefits

Employees may resist the introduction of Telematics into fleets with the view that it advocates a “Big Brother” culture, whereby privacy is threatened. Whilst attitudes are changing, a clear communication plan explaining the organisational rationale along with benefits to the employee can help. This could include:

- Summary of pre-engagement and buy-in from key stakeholders.
- Whether there are incentives for top performing drivers.
- Transparent escalation process for under performing drivers, with emphasis on improvement over punishment.
- Reduced stress and fatigue as up-to-date satellite navigation/ mapping means drivers will reach their destination first time every time.
- Two-way communication enabling drivers and their office to be in constant contact.
- Detailed mileage records aiding expenses claims.
- In the case of light commercial vehicle drivers the burden of proof rests with them to show exemption from benefit-in-kind tax so mileage records are essential.
- Indisputable proof that the employee was, for example, at a customer’s premises at a specific time
- In the event of allegations of ‘missed appointments’, ‘late deliveries’ or indeed suggestions that a driving or parking offence had been committed, the data recorded could be the answer to a driver’s innocence.



# 3. Background

The Vehicle Telematics agreement gives the UK public sector access to the supply, delivery and/or installation and the provision of associated services, including maintenance and after sales support, of vehicle telematics.

The procurement for the Framework Agreement was undertaken using the Open Procedure in compliant with all public procurement regulations.

## Single Lot

For further information, please see the published specification.



Specification  
RM3754

All suppliers on the framework meet the mandatory requirements set out in the specification. The matrix of services details

All desirable sections of the call-off document



matrix of  
services.pdf

## 4. Business Case



# 5. Further Competition

See Schedule 5 – Call Off Procedure and Schedule 6 – Award Criteria. During further competition under a framework agreement, it is not permitted to repeat the request for information, which has already asked for at the tender Selection and Award stages. This means that you do not have to request for information on a supplier’s financial standing, their

environmental, health & safety and sustainability credentials or insurance levels, unless it is particular to your specific to your requirement.

The table below shows the criteria for which further competition must be conducted, as specified with the Framework Agreement:

Criteria Number	Criteria detail	Percentage Weightings - to be set by the Contracting Body conducting the Further Competition
1	Price (installation/ integration & monthly fees, other costs to consider: software upgrade/ maintenance, training, reporting, termination and disposal)	10-70%
2	Quality (i.e. lead time, technical/ customer support, fitness for purpose, safety monitoring, diagnostics, communications, interactivity, training, geographical coverage, security and reporting)	30-90%

## Call-off

See Schedule 4 - Order Form and Call-Off Agreement terms

Call-off contracts for goods may be awarded by Direct Award i.e. without re-opening competition or by further competition.

Call-off contracts, whether as a result of Direct Award or following further competition will be formed by the issue of an order by the customer, to the provider and acceptance by the provider of such an order. The Call-off contract (Schedule 4) will be on the terms specified in the agreement and may be supplemented as appropriate, by other terms specified by the customer.



# 6. Fleet Category Overview

The Fleet category covers the purchase and lease of a wide range of vehicles, including passenger vehicles, motorcycles, car derived vans, light commercial vehicle and heavy and specialist commercial vehicles of 7.5 tonnes and above.

Additional services include vehicle conversions, fleet management and maintenance services, and

the supply and fit of tyres. A full list of our fleet agreements and details of how to access them can be found on our [website](#).

CCS also have other Category teams which cover the provision of Fuel Card, Vehicle Insurance and Vehicle Hire solutions.



# Further information

## General enquiries

To find out how we can help your organisation to maximise procurement efficiency and value for money, please call our help desk on

**T: 0345 410 2222**

or email

**E: [fleet@crowcommercial.gov.uk](mailto:fleet@crowcommercial.gov.uk)**

or visit our website

**W: <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3754>**



@gov\_procurement



Crown Commercial Service

**Liverpool** 9th Floor  
Capital Building  
Old Hall Street  
Liverpool L3 9PP

**London**  
Aviation House  
125 Kingsway  
London WC2B 6SE

**Newport** 1B31&1B94  
Concept House  
Cardiff Road  
Newport NP10 8QQ

**Norwich**  
Rosebery Court  
St Andrews Business Park  
Norwich NR7 0HS

