

FRAMEWORK SCHEDULE 2: PART A: GOODS AND SERVICES

1. INTRODUCTION

- 1.1. Crown Commercial Service (the Authority) is seeking to establish a Framework Agreement for the provision to Supply, Supply and Fit of Tyres and Associated Services (RM3767). The Framework Agreement will comprise of 2 Lots as per paragraph 3 – Lot Description. However this Framework Schedule 2: Part A: Goods and Services will only refer to Lot 1 The Supply, Supply and Fit of Tyres and Associated Services to the Blue Light Emergency Services throughout the UK.
- 1.2. The provision to Supply, Supply and Fit of Tyres and Associated Services is to provide the Direct Supply of Tyres to the Contracting Authorities premises only; or the Supply and Fit of Tyres at the Supplier (or Sub-Contractor) depot or via a Mobile Fitting Service or a Full Emergency Breakdown Service.
- 1.3. Lot 1 is a single award Framework Agreement primarily for the use by Blue Light Emergency Services throughout the UK.
- 1.4. The Authority published a Prior Information Notice on 06/02/2016.
- 1.5. The Procurement has been advertised by publishing a Contract Notice in the OJEU advertising the Open Procedure under the Public Contract regulations 2015 (as amended) (the 'Regulations').
- 1.6. The information published in section VI – V1.3 Additional Information of the OJEU Notice provides a list of the Blue Light Emergency Services whom shall be eligible to access this provision to Supply, Supply and Fit of Tyres and Associated Services Framework Agreement.
- 1.7. This Framework Agreement shall be managed centrally by the Authority. The Contracting Authorities shall manage all Call Off Contracts with the Supplier.
- 1.8. All Call Off Contracts entered into by the Contracting Authorities and Supplier will be in accordance with the Framework Agreement Schedule 6 – Award Criteria.
- 1.9. The purpose of this Framework Schedule 2: Part A: Goods and Services is to provide a description of the Goods and Services that the Supplier shall be required to deliver to Contracting Authorities under Lot 1 of this Framework Agreement. The Supplier is also required to provide an Account Management function, including the provision of Management Information for all Call Off Contracts to the Authority and/or Contracting Authorities.
- 1.10. It is the intended use for any Tyres and Associated Services supplied under this Framework Agreement is for the sole use of the Contracting Authorities only as per paragraph 1.6
- 1.11. The duration of this Framework Agreement is 4 years and there is no option to extend in accordance with Regulation 33.3

2. BACKGROUND

- 2.1. The current Framework Agreement for the Supply and Fit of Tyres (RM955) expires on the 9th August 2016. The intention is to establish a replacement Framework Agreement for a range of Goods and Services to provide continuity of supply to Contracting Authorities.
- 2.2. Blue Light Emergency Services vehicles are often deployed to operate to exceed UK speed limits. They can be deployed in high speed pursuits and as rapid responses to incidents which entail severe braking, hard cornering and violent manoeuvres.

- 2.3. The current Framework Agreement has been successful in achieving value for money, ensuring adequate stock availability, and technical support, legislative compliance and in ensuring environmentally friendly collection and disposal of used Tyres.
- 2.4. The current lotting structure has been reviewed and rationalised from 5 Lots into 2 Lots that encompasses a wider range of Tyres and Services.

3. LOT DESCRIPTION

The description of the Goods and Services required under Lot 1 is as follows:

Description of Lot 1

The Supply, Supply and Fit of Tyres and Associated Services to the Blue Light Emergency Services throughout the UK

Including Tyres for Cars, on road 4x4's, 4x4's (with off-road capability), Vans, Light Commercial Vehicles (LCV's), Heavy Goods Vehicles (HGV's) and Heavy Commercial Vehicles (HCV's) over 3.5 tonnes, Coaches, Buses and Minibuses, Agrarian Vehicles and motorised/non motorised bicycles.

The Supplier shall fulfil all mandatory requirements under Lot 1 of this Framework Agreement as per paragraph 4

4. MANDATORY REQUIREMENTS

This paragraph provides details of the mandatory requirements that the Supplier shall be expected to fulfil in their entirety, in order to fulfil the delivery requirements of this Framework Agreement.

It is important that the Supplier take time to fully understand this important part of the Goods and Service delivery requirement, all mandatory requirements as listed below shall be required at Framework Agreement Commencement Date with the Authority.

- a) **Compliance Requirements** – The Supplier shall be able to fulfil all Compliance Requirements. Please refer to Paragraph 4.1
- b) **Account Management** – The Supplier shall be able to fulfil all Account Management requirements. Please refer to Paragraph 4.2
- c) **Tyre Labelling** – The Supplier shall be able to fulfil all Tyre Labelling requirements. Please refer to Paragraph 4.3
- d) **Tyres – Description for both Air Filled and Nitrogen Filled Tyres** – The Supplier shall be able to fulfil all Tyre Description requirements. Please refer to Paragraph 4.4
- e) **Supply and Fit of Tyres Options** – The Supplier shall be able to fulfil all Supply and Fit Options requirements. Please refer to Paragraph 4.5
- f) **Associated Services** – The Supplier shall be able to fulfil all Associated Services requirements. Please refer to Paragraph 4.6
- g) **Casing Credits** – The Supplier shall be able to fulfil all Casing Credits requirements. Please refer to Paragraph 4.7

- h) **Tyre Disposal** – The Supplier shall be able to fulfil all Tyre Disposal requirements. Please refer to Paragraph 4.8
- i) **Sustainability** – The Supplier shall be able to fulfil all Sustainability requirements. Please refer to Paragraph 4.9
- j) **Tyre Hotel Facility** – The Supplier shall be able to fulfil all Tyre Hotel Facility requirements. Please refer to Paragraph 4.10
- k) **Stockholding** – The Supplier shall be able to fulfil all Stockholding requirements. Please refer to Paragraph 4.11
- l) **Contracting Authorities Profile** – The Supplier shall be able to fulfil all Contracting Authorities Profile requirements. Please refer to Paragraph 4.12
- m) **Placing Orders** – The Supplier shall be able to fulfil all Placing Orders requirements. Please refer to Paragraph 4.13
- n) **Supplier Helpdesk Service** – The Supplier shall be able to fulfil all Supplier Helpdesk Service requirements. Please refer to Paragraph 4.14
- o) **Payment and Invoicing** – The Supplier shall be able to fulfil all Payment and Invoicing requirements. Please refer to Paragraph 4.15
- p) **Social Value** – The Supplier shall be able to fulfil all Social Value requirements. Please refer to Paragraph 4.16
- q) **Exit Management** – The Supplier shall be able to fulfil all Exit Management requirements. Please refer to Paragraph 4.17
- r) **Homologation** – The Supplier shall be able to fulfil all Homologation requirements. Please refer to Paragraph 4.18

4.1. Compliance Requirements

4.1.1. The Supplier shall ensure that all Tyres supplied by the Supplier are:

- 4.1.1.1. New – Tyres which have not been previously attached/fitted to any other vehicle; and
- 4.1.1.2. of quality and free from minor defects; and
- 4.1.1.3. fit for the purpose which is to be supplied and fitted to Contracting Authorities vehicles.

4.1.2. The Supplier shall ensure that all Tyres supplied comply with:

- 4.1.2.1. The Road Vehicle (Construction and Use) Regulations 1986 UK Regulations 24 to 27 inclusive (as amended)
- 4.1.2.2. Regulation (EC) No 661/2009 of the European Parliament and of the Council of 13 July 2009
- 4.1.2.3. Regulation (EC) No 1222/2009 of the European Parliament and of the Council of 25 November 2009
- 4.1.2.4. Regulation (EC) No 228/2011 of the European Parliament and of the Council of 7 March 2011
- 4.1.2.5. Regulation (EC) No 1235/2011 of the European Parliament and of the Council of 29 November 2011
- 4.1.2.6. ECE Regulation No. 30 – Motor Vehicles and their Trailers
- 4.1.2.7. ECE Regulation No. 54 – Commercial Vehicles and their Trailers
- 4.1.2.8. ECE Regulation No. 75 – Motorcycles and Mopeds
- 4.1.2.9. ECE Regulation No. 117 – Rolling sound and wet grip of Tyres

4.1.2.10. all puncture repairs undertaken shall comply with BS AU 159 or equivalent

4.1.3. The Supplier shall ensure that the manufacturer is a member of the European Tyre and Rubber Manufacturers Association or equivalent.

4.1.4. The Supplier shall be a member of the Tyre Recovery Association or equivalent.

4.2. Account Management

4.2.1. The Supplier shall within 2 days of signing the Framework Agreement send to the Authority's email address the name and contact details (including email address and telephone number) of the Account Manager for this Framework Agreement. The nominated Account Manager shall have a minimum of two years relevant industry experience. The Supplier shall also ensure that a Deputy Account Manager has been appointed and their name and contact details (including email address and telephone number) are provided to the Authority prior to any period of the Account Manager's unavailability and absence. The Supplier shall ensure that the Deputy Account Manager has the same powers, authority, and discretion as the Account Manager.

4.2.2. The Account Manager and their locations shall be security cleared to the Contracting Authorities stated level in advance prior to the Call Off Contract.

4.2.3. The Supplier shall within 2 days of signing a Call Off Contract provide the Contracting Authorities with a named Account Manager, with the level of account management provided by the Supplier being proportionate to the size and requirements of the Contracting Authorities. This shall be agreed prior to the Supplier and Contracting Authorities entering into a Call Off Contract.

4.2.4. The Account Manager shall promote, deliver and communicate transparency of value for money and savings to the Authority and the Contracting Authorities in accordance with Framework Schedule 12 - Continuous Improvement and Benchmarking.

4.2.5. The Supplier shall, when required, support the Contracting Authorities in providing recommendations in relation to the Goods and Services provided, improve value for money, answering queries, dealing with complaints and technical support to reduce the Supply, Supply and Fit of Tyres and Associated Services expenditure.

4.2.6. Management Information shall be provided to the Authority by the Supplier, in accordance with Framework Schedule 9 - Management Information. Management Information relating to each Contracting Authorities Call Off Contract shall include but not limited to the following:

4.2.6.1. volumes sold; and

4.2.6.2. delivery times; and

4.2.6.3. response times; and

4.2.6.4. Tyre defects – detailing each Tyre replaced, the condition of the Tyre and the reason for the replacement; and

4.2.6.5. Full Emergency Breakdown Service requests; and

4.2.6.6. Associated Services;

- 4.2.7. The Supplier shall make such Management Information available via an electronic solution (e.g. online or email in spread sheet format) to the Contracting Authorities when requested, including but not limited to:
- 4.2.7.1. total sales value/volumes sold; and
 - 4.2.7.2. details of Tyres sold by size; and
 - 4.2.7.3. wheel rim; and
 - 4.2.7.4. speed rating; and
 - 4.2.7.5. pattern name; and
 - 4.2.7.6. delivery times; and
 - 4.2.7.7. response times; and
 - 4.2.7.8. Tyre defects – detailing each Tyre replaced, the condition of the Tyre and the reason for the replacement; and
 - 4.2.7.9. Full Emergency Breakdown Service requests; and
 - 4.2.7.10. Associated Services.
- 4.2.8. The Supplier shall be responsible for the integrity of the data at all times, to ensure the Contracting Authorities is fully briefed and there is a clear audit trail between Supplier and the Contracting Authorities relating to both Management Information and Good Industry Practice activities.
- 4.2.9. The Supplier shall provide a Continuous Improvement Plan as agreed by the Authority if a failure occurs during the lifetime of the Framework Agreement. The Continuous Improvement Plan will be provided quarterly, detailing the progress of actions during the Supplier Relationship meeting with the Authority in accordance with Framework Schedule 12 - Continuous Improvement Plan.
- 4.2.10. The Account Manager shall hold separate Supplier Review Meeting with the Authority and the Contracting Authorities with agenda items and the frequency of meetings to be agreed by the Authority in accordance with Framework Schedule 8 – Framework Management.
- 4.2.11. The Supplier shall provide the Contracting Authorities with a single unique reference number for each order placed (which could be the reservation number) at the time of order ing, this shall be carried through all stages and shall be used in all correspondence relating to the provision to Supply, Supply and Fit of Tyres and Associated Services and reported in Management Information as per paragraph 4.2.6.
- 4.2.12. The Account Manager shall ensure the Contracting Authorities Profiles are regularly reviewed and are kept up to date with the Contracting Authorities requirements to be agreed at Call Off Stage.
- 4.2.13. The Supplier shall share Best Practice with the Authority and the Contracting Authorities in relation to current and future buying practices.
- 4.2.14. The Supplier shall work with the Authority to ensure all Pricing Schedules remain up to date, providing assurance that the Tyre range submitted remains available with any obsolete stock being removed from the Pricing Scheule and any additional Tyres are included in the revised Pricing Schedules. Any additional Tyres will not exceed the original price submitted unless the options outlined in accordance with Framework Schedule 3: Framework Prices and Charging Structure are adhered to. This is to be provided at intervals to be agreed with the Authority.

4.3. Tyre Labelling

- 4.3.1. All Tyres, supplied and fitted under this Framework Agreement, shall have a Tyre label which is aligned to the Tyre grading system. The Tyre label shall include:
 - 4.3.1.1. fuel consumption
 - 4.3.1.2. Wet Grip
 - 4.3.1.3. noise classification
- 4.3.2. The Supplier shall ensure the use of Tyre label classification from A (highest performing) to G (lowest performing) is used.
 - 4.3.2.1. The Supplier shall ensure a minimum of a C rating for Wet Grip Tyres is supplied under this Lot.
 - 4.3.2.2. The Supplier shall provide to the Contracting Authorities, upon request, the Tyre label as a PDF document.
- 4.3.3. The Supplier shall ensure that all Tyres, supplied and fitted under this Framework Agreement, shall comply with the following regulations and any successor replacement regulations during the lifetime of this Framework Agreement:
 - 4.3.3.1. Regulation (EC) No 1222/2009 of the European Parliament and of the Council of 25 November 2009 on the labelling of Tyres with respect to fuel efficiency and other essential parameters;
 - 4.3.3.2. including the amended regulations:
 - a. Commission Regulation (EU) No 228/2011 of 7 March 2011 amending Regulation (EC) No 1222/2009 of the European Parliament and of the Council with regard to the wet grip testing method for C1 Tyres;
 - b. Commission Regulation (EU) No 1235/2011 of 29 November 2011 amending Regulation (EC) No 1222/2009 of the European Parliament and of the Council with regard to the wet grip grading of Tyres, the measurement of rolling resistance and the verification procedure method for C2 and C3 Tyres;
 - c. including the following elements:
 - i. vehicle fuel efficiency associated to the Tyre's rolling resistance
 - ii. the Tyre's external noise level (expressed in decibels); not any Tyre noise heard inside the vehicle
 - iii. where applicable, the impact on vehicle safety associated to the Tyre's wet grip, provided for:
 - iv. passenger car Tyres (C1 Tyres)
 - v. light commercial vehicles (vans - C2 Tyres)
 - vi. heavy vehicles (trucks, buses - C3 Tyres)
 - 4.3.3.3. if additional categories of Tyre are added to the scope of Regulation (EC) No 1222/2009 throughout the duration of the Framework Agreement, the Supplier shall ensure that such categories of Tyre supplied comply with the additional elements.
 - 4.3.3.4. the Tyre labelling regulation does not cover:
 - a. professional off-road Tyres;

- b. temporary-use spare Tyres;
- c. studded Tyres;
- d. Tyres used only for racing;
- e. Tyres whose speed rating is less than 80 km/h;
- f. Tyres to be fitted only on vehicles registered for the first time before 1 October 1990;
- g. Tyres whose nominal diameter is smaller than 254 mm or bigger than 635 mm;

4.4. Tyres – Description for both Air Filled and Nitrogen Filled Tyres

4.4.1. The Supplier shall provide the following Tyres, under this Framework Agreement, either in house or via a Sub-Contractor. A full description of the following Tyres can be found at Annex 1 of the Framework Schedule 2: Part A: Goods and Services:

4.4.1.1. **Cold Weather/Winter** - The Supplier shall ensure that Cold Weather/Winter Tyres are available to the Contracting Authorities within 24 hours of the request being received unless agreed otherwise with the Contracting Authorities at the Call Off Stage; The Supplier shall advise to the Contracting Authorities when required the need to change from one Tyre to another depending on the season. The Supplier shall ensure the range of Cold Weather/Winter Tyres includes the following descriptions for Tyres Eco, Asymmetric, Wet Weather/Wet Grip and Performance.

4.4.1.2. **All Weather/All Season** - The Supplier shall ensure that All Weather/All Season Tyres are available to the Contracting Authorities within 24 hours of the request being received unless agreed otherwise with the Contracting Authorities at the Call Off Stage. The Supplier shall ensure the range of All Weather/All Season Tyres includes the following descriptions for Tyres Eco, Asymmetric, Wet Weather/Wet Grip and Performance.

4.4.1.3. **Agrarian** - The Supplier shall ensure that Agrarian Tyres are available to the Contracting Authorities within 24 hours of the request being received unless agreed otherwise with the Contracting Authorities at the Call Off Stage. The Supplier shall ensure the range of Agrarian Tyres includes the following descriptions for Tyres Eco, Asymmetric, Wet Weather/Wet Grip and Performance.

4.4.1.4. **Off Road** - The Supplier shall ensure that Off Road Tyres are available to the Contracting Authorities within 24 hours of the request being received unless agreed otherwise with the Contracting Authorities at the Call Off Stage. The Supplier shall ensure the range of Off Road includes the following descriptions for Tyres Eco, Asymmetric, Wet Weather/Wet Grip and Performance.

4.4.1.5. **Summer** - The Supplier shall ensure that Summer Tyres are available to the Contracting Authorities within 24 hours of the request being received unless agreed otherwise with the Contracting Authorities at the Call Off Stage. The Supplier shall ensure the range of Cold Weather/Winter Tyres includes the following descriptions for Tyres Eco, Asymmetric, Wet Weather/Wet Grip and Performance.

- 4.4.1.6. **Run Flats** - The Supplier shall ensure that Run Flats Tyres are available to the Contracting Authorities within 24 hours of the request being received unless agreed otherwise with the Contracting Authorities at the Call Off Stage. The Supplier shall ensure the range of Run Flats Tyres includes the following descriptions for Tyres Eco, Asymmetric, Wet Weather/Wet Grip and Performance.
- 4.4.1.7. **Motorised Bicycles** - The Supplier shall ensure that Motorised Bicycle Tyres are available to the Contracting Authorities within 24 hours of the request being received unless agreed otherwise with the Contracting Authorities at the Call Off Stage. The Supplier shall ensure the range of Motorised Bicycles Tyres includes the following descriptions for Tyres Eco, Asymmetric, Wet Weather/Wet Grip and Performance.
- 4.4.1.8. **Space Saver** - The Supplier shall ensure that Space Saver Tyres are available to the Contracting Authorities within 24 hours of the request being received unless agreed otherwise with the Contracting Authorities at the Call Off Stage. The Supplier shall ensure the range of Space Saver Tyres includes the following descriptions for Tyres Eco, Asymmetric, Wet Weather/Wet Grip and Performance.

4.5. **Supply and Fit of Tyres Options**

- 4.5.1. The Supplier shall ensure that the following mandatory requirements are available to the Contracting Authorities vehicles, from the commencement of the Framework Agreement, based and/or travelling throughout the UK, whilst ensuring that Good Industry Practice is adhered to whilst supplying and fitting of any Tyres to the Contracting Authorities vehicles:

4.5.1.1. **Direct Supply Only at Contracting Authorities Premises**

- a. The Supplier shall supply Tyres, under this Framework Agreement, either directly or via a Sub-Contractor arrangement, to Contracting Authorities premises for the Contracting Authorities to fit if required.
- b. The Supplier shall ensure the tread depth for Tyre replacement shall be no less than 3mm unless otherwise agreed with the Contracting Authorities.
- c. The Contracting Authorities will notify the Supplier at least 24 hours prior to the requirement of the Supply of Tyres to the Contracting Authorities premises through the order process as per paragraph 4.13
- d. The Supplier shall deliver within 24 hours and maintain the capability to Supply Tyres at Contracting Authorities premises 24 hours a day, 7 days a week including public and bank holidays.
- e. The Supplier shall ensure the Name of the Delivery Driver, contact telephone number and vehicle registration number are provided to the Contracting Authorities at least 24 hours prior to the agreed timeslot allocated to the Contracting Authorities during the order process, unless agreed differently with the Contracting Authorities at the Call Off Stage.

- f. The Contracting Authorities will ensure that their required Security process, including any security clearance, has been adhered to, providing notification and details of the arrival of the Supplier (or Sub-Contractor) Personnel and vehicle.
- g. The Supplier shall ensure all of its (or Sub-Contractor) Personnel requiring unescorted access to the Contracting Authorities premises or access to sensitive material/systems; will need to be vetted in accordance with non Contracting Authorities personnel vetting procedures. The Contracting Authorities reserve the right to decline security clearance for any such member of the Supplier (or Sub-Contractor) Personnel. No member of the Supplier (or Sub-Contractor) Personnel will be allowed to visit the Contracting Authorities' premises unaccompanied without security clearance. The Supplier shall ensure that the list of security-cleared Personnel is constantly kept up-to-date.
- h. The Supplier shall ensure its (or Sub-Contractor) Personnel that no photography of any item or premises visited under this Framework Agreement shall be taken except with the prior consent in writing of the Contracting Authorities, and that no such photograph shall, without such consent, be published or otherwise circulated;
- i. The Supplier shall inform the Contracting Authorities via a contact name and number provided during the Order process, of any potential circumstances which may affect the Supplier (or Sub-Contractor) vehicle arriving within the timeslot allocated.
- j. The Supplier shall ensure when the job is completed, under this Framework Agreement, the Contracting Authorities Profile will be updated accordingly with all the relevant documentation completed.

4.5.1.2. Supply and Fit at Supplier Depots

- a. The Supplier shall have available a network of depots, under this Framework Agreement, either directly or via a Sub-Contractor arrangement, to which Contracting Authorities may take their vehicles via appointment or drive in, for the Supply and Fit of Tyres and Associated Services.
- b. The Supplier shall ensure the depots are located throughout the UK and are within 35 miles travelling distance from all UK Motorways and/or Major A Roads and within a 3 mile radius of specified Scottish locations, as detailed in Annex 3 of this Framework Agreement Schedule 2: Part A: Goods and Services is met.
- c. The Supplier shall ensure the depots opening hours are 08:30hrs to 17:00hrs (Monday to Friday), 08:30hrs to 12:00hrs (Saturday) (including bank holidays but excluding Christmas Day, Easter Sunday and New Year's Day).
- d. The Supplier shall ensure the tread depth for Tyre replacement shall be no less than 3mm unless otherwise agreed with the Contracting Authorities.

- e. The Supplier shall ensure its technicians are trained to the highest standards following Good Industry Practice.
- f. The Supplier shall be able to accommodate a minimum of 20" wheels to be fitted within Supplier's depot.
- g. The Supplier shall provide the Contracting Authorities upon request, copies of its written security procedures and shall afford the Contracting Authorities upon reasonable request an opportunity to inspect its physical security arrangements.
- h. The Supplier shall ensure when Tyres supplied and fitted under this Framework Agreement are fitted with any TPMS (Tyre Pressure Monitoring System) on the vehicle this must be reset and left in a fully functioning state post fitting and/or repair of Tyres.
- i. The Supplier shall ensure that any locking wheel nut adaptors are returned to the Contracting Authorities vehicle upon completion.
- j. The Supplier shall ensure when the job is completed, under this Framework Agreement, the Contracting Authorities Profile will be updated accordingly with all the relevant documentation completed.
- k. **Appointment at Supplier Depots**
 - i. The Contracting Authorities will notify the Supplier 24 hours prior to the requirement of Supply and Fit of Tyres and Associated Services at the Supplier's depot.
 - ii. The Contracting Authorities will ensure the Name of the Driver, contact telephone number and vehicle registration number are provided to the Supplier at least 24 hours prior to the agreed timeslot provided to the Contracting Authorities during the order process.
 - iii. The Supplier shall ensure that Tyres, supplied and fitted under this Framework Agreement, are supplied and fitted within 15 mins of the agreed timeslot provided to the Contracting Authorities during the Order process.
 - iv. The Contracting Authorities will inform the Supplier of any potential circumstances which may affect the Contracting Authorities vehicle arriving within the timeslot allocated during the Order process.
 - v. The Supplier shall endeavour to accommodate the Contracting Authorities when notified of any circumstances by the Contracting Authorities of a possible delay of the vehicle arriving at the Supplier's depot.
- l. **Drive In at Supplier Depots**
 - i. The Supplier shall provide a 'Drive In Service' to the Contracting Authorities for the requirement of Supply and Fit of Tyres and Associated Services at the Supplier's depot.

- ii. The Supplier shall ensure that Tyres, supplied under this Framework Agreement, are supplied and fitted within 30 mins of the Contracting Authorities vehicle arriving at the Supplier's depot.

4.5.1.3. **Mobile Fitting at Contracting Authorities Premises**

- a. The Supplier shall Supply and Fit of Tyres and Associated Services at Contracting Authorities premises either directly or via a Sub-Contractor arrangement if required.
- b. The Supplier shall maintain the capability to Supply and Fit of Tyres and Associated Services, under this Framework Agreement, at the Contracting Authorities premises 24 hours a day, 7 days a week including public and bank holidays.
- c. The Contracting Authorities will notify the Supplier at least 24 hours prior to the requirement of Supply and Fit of Tyres at the Contracting Authorities premises.
- d. The Supplier shall ensure that Tyres, supplied under this Framework Agreement, are supplied and fitted within 30 mins of the agreed timeslot provided to the Contracting Authorities during the Order process.
- e. The Supplier shall ensure the Name of the Delivery Driver, contact telephone number and vehicle registration number are provided to the Contracting Authorities at least 24 hours prior to the agreed timeslot allocated to the Contracting Authorities during the Order process, unless agreed differently with the Contracting Authorities at the Call Off Stage.
- f. The Contracting Authorities will ensure that their required Security process, including any security clearance has been adhered to, providing notification and details of the arrival of the Supplier (or Sub-Contractor) Personnel and vehicle.
- g. The Supplier shall ensure all of its (or Sub-Contractor) Personnel requiring unescorted access to the Contracting Authorities premises or access to sensitive material/systems; will need to be vetted in accordance with non Contracting Authorities personnel vetting procedures. The Contracting Authorities reserve the right to decline security clearance for any such member of the Supplier (or Sub-Contractor) Personnel. No member of the Supplier (or Sub-Contractor) Personnel will be allowed to visit the Contracting Authorities' premises unaccompanied without security clearance. The Supplier shall ensure that the list of security-cleared Personnel is constantly kept up-to-date.
- h. The Supplier shall ensure its (or Sub-Contractor) Personnel that no photography of any item or premises visited under this Framework Agreement shall be taken except with the prior consent in writing of the Contracting Authorities, and that no such photograph shall, without such consent, be published or otherwise circulated;
- i. The Supplier shall ensure its mobile technicians are trained to the highest standards standards following Good Industry Practice.

- j. The Supplier shall ensure the tread depth for Tyre replacement shall be no less than 3mm unless otherwise agreed with the Contracting Authorities.
- k. The Supplier shall be able to accommodate a minimum of 20" wheels to be fitted within the fitting service at the Contracting Authorities Premises.
- l. The Supplier shall ensure when Tyres, supplied under this Framework Agreement, are fitted with any TPMS (Tyre Pressure Monitoring System) on the vehicle this must be reset and left in a fully functioning state post fitting and/or repair of Tyres.
- m. The Supplier shall inform the Contracting Authorities of any potential circumstances which may affect the Supplier (or Sub-Contractor) vehicle arriving within the timeslot allocated during the Order process.
- n. The Supplier shall ensure that any locking wheel nut adaptors are returned to the Contracting Authorities vehicle upon completion.
- o. The Supplier shall ensure when the job is completed, under this Framework Agreement, the Contracting Authorities Profile will be updated accordingly with all the relevant document completed.

4.5.1.4. **Mobile Fitting at other Specified Locations**

- a. The Supplier shall provide a Mobile Fitting Service to Supply and Fit of Tyres and Associated Services, under this Framework Agreement, either directly or via a Sub-Contractor arrangement, to Contracting Authorities specified locations for the Supplier (or Sub-Contractor) to fit when requested to do so by the Contracting Authorities.
- b. The Supplier shall ensure that Tyres, supplied under this Framework Agreement, are supplied and fitted within 30 mins of the agreed timeslot provided to the Contracting Authorities during the Order process.
- c. The Supplier shall ensure the Mobile Fitting Service to Supply and Fit of Tyres and Associated Services, under this Framework Agreement, are fitted at any location throughout the UK requested by the Contracting Authorities.
- d. The Contracting Authorities will notify the Supplier at least 24 hours prior to the requirement of Mobile Fitting Service.
- e. The Supplier shall ensure the Name of the Delivery Driver, contact telephone number and vehicle registration number are provided to the Contracting Authorities at least 24 hours prior to the agreed timeslot allocated to the Contracting Authorities during the Order process, unless agreed differently with the Contracting Authorities at the Call Off Stage.
- f. The Supplier shall maintain the capability to provide a Mobile Fitting Service for the Supply and Fit of Tyres and Associated Services at Contracting Authorities premises 24

hours a day, 7 days a week including public and bank holidays.

- g. The Contracting Authorities will ensure that their required Security process, including any security clearance, has been adhered to, providing notification and details of the arrival of the Supplier (or Sub-Contractor) Personnel and vehicle.
- h. The Supplier shall ensure its (or Sub-Contractor) Personnel that no photography of any item or premises visited under this Framework Agreement shall be taken except with the prior consent in writing of the Contracting Authorities, and that no such photograph shall, without such consent, be published or otherwise circulated;
- i. The Supplier shall ensure all of its (or Sub-Contractor) Personnel requiring unescorted access to the Contracting Authorities premises or access to sensitive material/systems; will need to be vetted in accordance with non Contracting Authorities personnel vetting procedures. The Contracting Authorities reserve the right to decline security clearance for any such member of the Supplier (or Sub-Contractor) Personnel. No member of the Supplier (or Sub-Contractor) Personnel will be allowed to visit the Contracting Authorities' premises unaccompanied without security clearance. The Supplier shall ensure that the list of security-cleared Personnel is constantly kept up-to-date.
- j. The Supplier shall ensure its mobile technicians are trained to the highest standards following Good Industry Practice.
- k. The Supplier shall ensure its Mobile Fitting Service has the requirements to replace the Contracting Authorities Tyres. The Supplier shall be able to accommodate a minimum of 19" wheels to be fitted within the Mobile Fitting Service.
- l. The Supplier shall ensure the tread depth for Tyre replacement shall be no less than 3mm unless otherwise agreed with the Contracting Authorities.
- m. The Supplier shall ensure when Tyres, supplied under this Framework Agreement, are fitted with any TPMS (Tyre Pressure Monitoring System) on the vehicle this must be reset and left in a fully functioning state post fitting and/or repair of Tyres.
- n. The Supplier shall inform the Contracting Authorities of any potential circumstances which may affect the Supplier (or Sub-Contractor) vehicle arriving within the timeslot allocated during the Order process.
- o. The Supplier shall ensure that any locking wheel nut adaptors are returned to the Contracting Authorities vehicle upon completion.
- p. The Supplier shall ensure when the job is completed, under this Framework Agreement, the Contracting Authorities Profile will be updated accordingly with all the relevant document completed.

4.6. Associated Services

4.6.1. Full Emergency Breakdown Service

- 4.6.1.1. The Supplier shall provide a Full Emergency Breakdown Service, under this Framework Agreement, either directly or via a Sub-Contractor arrangement, to Contracting Authorities specified vehicle locations including but not limited to:
 - a. roadside assistance – 24 hours roadside assistance, 365 days a year (366 days in a leap year)
 - b. Contracting Authorities premises and/or Contracting Authorities personnel home address - 24 hours recovery, 365 days a year (366 days in a leap year)
- 4.6.1.2. The Supplier shall ensure its mobile technicians are trained to the highest standards following Good Industry Practice.
- 4.6.1.3. The Supplier shall offer a Full Emergency Breakdown Service dedicated telephone helpdesk service which shall be available 24 hours a day, 365 days (366 days in a leap year) and not routed to an answer machine.
- 4.6.1.4. The Supplier shall ensure the Contracting Authorities fleet manager or equivalent is informed of the process for the Contracting Authorities to access the Full Emergency Breakdown Service at the Call Off Stage.
- 4.6.1.5. The Supplier shall ensure the arrival of the Full Emergency Breakdown Service at the Contracting Authorities vehicle location is within 2 hours from the initial request of receiving the call, unless informed differently by the Supplier (or Sub-Contractor) when calling through to the Full Emergency Breakdown Service.
- 4.6.1.6. The Supplier shall ascertain and prioritise Full Emergency Breakdown Service calls from lone female and/or Vulnerable Drivers.
- 4.6.1.7. The Supplier shall provide to the caller for the requirement of the Full Emergency Breakdown Service, a Single Unique Reference number to be quoted in all communications.
- 4.6.1.8. The Supplier shall, where the original Tyre is unable to be repaired or replaced, under this Framework Agreement, provide the transfer and onward movement of loads/passengers/vehicle to a point specified by the Contracting Authorities. Onward journey to start within 2 hours of the Full Emergency Breakdown Service arriving at the Contracting Authorities vehicle location.
- 4.6.1.9. The Supplier shall ensure, if the vehicle cannot be moved onward, it seeks approval from the Contracting Authorities that they are able to move the vehicle onward to either the required destination or a location specified by the Contracting Authorities, so the Supplier (or Sub-Contractor) is able to close out the Single Unique Reference number for the Full Emergency Breakdown Service.
- 4.6.1.10. The Supplier shall ensure when Tyres, under this Framework Agreement, are fitted with any TPMS (Tyre Pressure Monitoring System) on the vehicle this must be reset and left in a fully functioning state post fitting and/or repair of Tyres.
- 4.6.1.11. The Supplier shall ascertain on the call (i.e. by taking the vehicle registration number) that if a specific Tyre replacement is required to ensure the correct recovery vehicle is dispatched and the

relevant stock is loaded and taken to the Contracting Authorities vehicle.

4.6.1.12. The Supplier shall ensure that any locking wheel nut adaptors are returned to the Contracting Authorities vehicle upon completion.

4.6.1.13. The Supplier shall ensure when the job is completed, under this Framework Agreement, the Contracting Authorities Profile will be updated accordingly with all the relevant document completed.

4.6.2. **Tyre valves**

4.6.2.1. The Supplier shall ensure the replacement or repair of Tyre valves under this Framework Agreement, are provided to the Contracting Authorities vehicle as and when required.

4.6.2.2. The Supplier shall ensure the Tyre valve provided shall be free from all irregularities and fit for intended purpose complying with the original manufacturer specification for the Tyre in question.

4.6.2.3. The Supplier shall remove worn valves, replacing them with new Tyre valves in accordance with the original manufacturer specification for Tyres.

4.6.2.4. The Supplier shall ensure its mobile technicians are trained to the highest standards following Good Industry Practice.

4.6.3. **General Requirements**

4.6.3.1. The Supplier shall provide the following ancillary services:

- a. Standard Fitting;
- b. wheel valve;
- c. wheel balance;
- d. calibration and adjustment of tracking;
- e. wheel and axle alignment checks;
- f. repair of punctured Tyre;
- g. turn on the rim and twinning;
- h. high pressure valve caps;
- i. valve extensions;
- j. re-tread, re-grove
- k. tubes;
- l. tyron bands

4.6.3.2. The Supplier shall replace all Tyres supplied with a new vehicle with the preferred Tyre, specified by the Contracting Authorities, within two days of receiving the request.

4.7. **Casing Credits**

4.7.1. The Supplier shall refund to the Contracting Authorities any Casing Credit from Tyres via a method to be agreed between the Contracting Authorities and the Supplier at the Call Off Stage.

4.8. **Tyre Disposal**

4.8.1. The Supplier shall ensure waste Tyres is treated as controlled waste, which are subject to the following environmental regulations:

- 4.8.1.1. The Environmental Protection (Duty of Care) Regulations 1991
- 4.8.1.2. The Control of Pollution (Amendment) Act 1989
- 4.8.1.3. The Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations 1991 (as amended)
- 4.8.1.4. The Waste Management Licensing Regulations 1994 (as amended)
- 4.8.2. The Supplier shall provide a Tyre disposal service, under this Framework Agreement, for all worn items which are replaced. This may involve bulk collection at Contracting Authorities premises.
- 4.8.3. The Supplier shall ensure the collection of Tyre casings is not when new Tyres are delivered but occur every 2 weeks, to be agreed with the Contracting Authorities at the Call Off Stage
- 4.8.4. The Supplier shall ensure they transfer the Contracting Authorities waste (this does not require the Supplier to be registered Waste Carriers) to either a suitably authorised person e.g. a Waste Carrier and licensed or exempt sites or;
- 4.8.5. The Supplier shall ensure the collections of waste Tyres should be made only by Sub-Contractors who are registered Waste Carriers.
- 4.8.6. The Supplier shall ensure all collections and/or transfers are documented and recorded on a Controlled Waste Transfer Note. The Controlled Waste Transfer Note must contain the following information about the parties who are producing, transporting and receiving the Waste:
 - 4.8.6.1. number or weight;
 - 4.8.6.2. description including vehicle registration number;
 - 4.8.6.3. European Waste Catalogue code as detailed in the following link:
https://www.sepa.org.uk/media/139107/euro_waste_catalogue.pdf
 - 4.8.6.4. addresses of the parties who have produced, transported and receive the waste;
 - 4.8.6.5. Waste Carriers number;
 - 4.8.6.6. recipient's waste management licence number.
- 4.8.7. The Supplier shall ensure a copy of Controlled Waste Transfer Note is held by both the Supplier and the Waste Carrier or licensed or exempt sites for a minimum of two years.
- 4.8.8. The Supplier shall seek authorisation from the Contracting Authorities before any disposal of Tyres takes place ensuring a record of the request is kept for a period to be agreed with the Contracting Authorities at the Call Off Stage.
- 4.8.9. The Supplier shall ensure any of its (or Sub-Contractor) Personnel requiring unescorted access to the Contracting Authorities premises or access to sensitive material/systems; will need to be vetted in accordance with non Contracting Authorities personnel vetting procedures. The Contracting Authorities reserve the right to decline security clearance for any such member of the Supplier (or Sub-Contractor) Personnel. No member of the Supplier (or Sub-Contractor) Personnel will be allowed to visit the Contracting Authorities' premises unaccompanied without security clearance. The Supplier shall ensure that the list of security-cleared Personnel is constantly kept up-to-date.

- 4.8.10. The Contracting Authorities may require the Supplier to retain and safely store replaced Tyres and identify them as the property of the Contracting Authorities with the vehicle registration number.

4.9. Sustainability

- 4.9.1. The Authority requires that the Supplier consider and address proportionately, the relevance of sustainability to the Goods and Services provided under the Lotting structure of this Framework Agreement. This includes not only consideration of commercial needs, but minimisation of negative impacts and maximisation of positive impacts on society, the environment and the economy.

- 4.9.2. The Authority and the Contracting Authorities will expect the Supplier to provide assistance to support the Government's agenda in this area and be proactive in support throughout the duration of this Framework Agreement and any Call Off Contracts established. Of relevance to the Goods and Services provided under this Framework Agreement, but not a fixed or exhaustive list are:

4.9.2.1. compliance with the Greening Government Commitments, in particular the Government Buying Standards for Transport and the targets around travel reduction and air quality and tailpipe emissions targets;

4.9.2.2. compliance with the requirements of Article 6 of the Energy Efficiency Directive for Tyres;

4.9.2.3. promotion of the uptake of Ultra Low Emission Vehicles and development of their supporting infrastructure;

4.9.2.4. support for Small Medium Enterprises (SMEs), social enterprises and mutuals, including prompt payment;

4.9.2.5. support for Equalities including Disability and promotion of equality of access;

4.9.2.6. all Central and Civil Government Departments must meet the Greening Government Commitments (as revised from time to time or superseded) as detailed in the following link:

<https://www.gov.uk/government/publications/greening-government-commitments-targets>

- 4.9.3. The Greening Government Commitments includes a commitment to ensure government buys more sustainable and efficient products and engages with its Suppliers to understand and reduce the impacts of its supply chain. In order to help the Government achieve this, the Supplier shall make available and publish data on its supply chain impacts.

4.10. Tyre Hotel Facility

- 4.10.1. The Supplier shall provide access to a Tyre Hotel Facility, under this Framework Agreement, either directly or via a Sub-Contractor arrangement, to Contracting Authorities to store the Tyres at the time via a drive in facility.

- 4.10.2. The Supplier shall provide the option to come to the Contracting Authorities premises to collect the Tyres to be taken to the 'hotel' facility to be agreed at the Call Off Stage.

- 4.10.3. The Supplier shall take full liability for the Tyres when they are being held in the 'hotel' facility.

- 4.10.4. The Supplier shall provide to the Contracting Authorities within 30 mins, the change from the Contracting Authorities vehicle current Tyres to the required Tyres i.e. Summer Tyres to Winter Tyres or vice versa.
- 4.10.5. The Supplier shall ensure when removing the Contracting Authorities Tyres they are securely labelled with the vehicle registration number, which axle the Tyre has been removed from, the date removal took place and inspect if roadworthy.
- 4.10.6. The Supplier shall inspect all 'hotel' stored Tyres for wear and damage to ensure they are legally roadworthy with a minimum of more than 3mm tread prior to refit.
- 4.10.7. The Supplier shall inspect all 'hotel' stored Tyres for wear and damage to ensure they are legally roadworthy to be refitted, prior to refit.
- 4.10.8. The Supplier shall ensure the 'hotel' facility is in a facility which is well ventilated, dry, not subject to direct sunlight, precipitation or any other elements that may have an effect on the structure or condition on the Contracting Authorities Tyres.
- 4.10.9. The Supplier shall advise the Contracting Authorities if the Tyre is not roadworthy and seek appropriate action.

4.11. Stockholding

- 4.11.1. The Supplier shall liaise with the Contracting Authorities at the Call Off Stage to determine the Contracting Authorities Tyre requirements and any stockholding requirements for Tyres, supplied under this Framework Agreement, frequently used by the Contracting Authorities.
- 4.11.2. The Supplier shall comply with the Contracting Authorities stockholding requirement as per paragraph 4.13.
- 4.11.3. The Supplier shall provide consignment stocks at premises nominated by the Contracting Authorities with levels to agreed with the Contracting Authorities, when requested to do so, and perform quarterly reviews of stock volumes.

4.12. Contracting Authorities Profile

- 4.12.1. The Supplier shall create a Contracting Authorities Profile when the Contracting Authorities place their first Order. The Contracting Authorities profile shall include:
 - 4.12.1.1. the Contracting Authorities supply preference e.g. Supply and Fit at Supplier depot, Direct Supply or Mobile Fitting;
 - 4.12.1.2. the Contracting Authorities Tyre requirements including identifying their preferred Tyre;
 - 4.12.1.3. the Contracting Authorities replacement policy e.g. tread depth;
 - 4.12.1.4. the Contracting Authorities inspection requirements;
 - 4.12.1.5. the Contracting Authorities stock holding requirements;
 - 4.12.1.6. the Contracting Authorities monthly reporting requirements;
 - 4.12.1.7. the Contracting Authorities Tyre disposal requirements;
 - 4.12.1.8. the Contracting Authorities minimum level of repair value;
 - 4.12.1.9. the Contracting Authorities vehicle(s) rim manufacture (for Tyre valve removal) ;

- 4.12.1.10. the Contracting Authorities policy requirements to identify which classes of Tyres and Services are within or out of the Contracting Authorities policy;
- 4.12.1.11. the Contracting Authorities real time stock levels.
- 4.12.2. This list is not exhaustive, and any additional categories may be added throughout the duration of the Framework Agreement subject to agreement by the Contracting Authorities and the Supplier.
- 4.12.3. The Contracting Authorities will have a nominated local contact, to be agreed with the Supplier whom all business will be conducted. A secondary contact will also be identified for use when the primary contact is unavailable. The Contracting Authorities with a number of local depots will have one nominated contact to co-ordinate them all.
- 4.12.4. The Supplier shall ensure all data with vehicle details and locations and any names of the Contracting Authorities personnel will be held securely and not be accessible to anyone who is not cleared to the Contracting Authorities security data policy.

4.13. Placing Orders

- 4.13.1. The Supplier shall provide the Contracting Authorities with the ability for individual orders to be placed for each Tyre replacement or Associated Service carried out.
- 4.13.2. The Contracting Authorities will place all orders through, including but not limited to, one of the following order methods:
 - 4.13.2.1. the Crown Market Place (when available); or
 - 4.13.2.2. the Supplier Helpdesk as per paragraph 4.15; or
 - 4.13.2.3. the Supplier Online ordering system with real time stock level data; or
 - 4.13.2.4. email; or
 - 4.13.2.5. facsimile; or
 - 4.13.2.6. the Drive In facility to the Supplier (or Sub-Contractor) premises; or
 - 4.13.2.7. Zanzibar - (The Police are mandated to use an Online ordering system called the National Police Procurement Hub (NPPH), also known as Zanzibar).
- 4.13.3. The Supplier shall be able to interact and transact through all of the above methods and any future additions.
- 4.13.4. The Supplier shall provide to each of the Contracting Authorities prior to an order being completed a full list of all charges relevant to their requirements.
- 4.13.5. The Supplier shall provide to the Contracting Authorities the facility to identify which classes of Tyres and Services are within or out of the Contracting Authorities policy.
- 4.13.6. The Supplier shall seek training from the Contracting Authorities on the use of any ordering systems which belong to the Authority and/or Contracting Authorities, if required.
- 4.13.7. The Supplier shall ensure as a minimum requirement each order shall specify the requirements in accordance with Framework Agreement – Schedule 4 Template Order Form and Template Call Off Form.

- 4.13.8. The Supplier shall seek approval from the Contracting Authorities for the use of any substitute goods and services when the original request is unavailable before using a substitute.
- 4.13.9. The Supplier shall provide any substitute goods and service must meet or exceed the original requirement in terms of the load and speed rating at no additional costs either as a permanent replacement throughout the contract or for the period where the original requirement is unavailable.

4.14. **Supplier Helpdesk Service**

- 4.14.1. The Supplier shall provide a helpdesk service either directly or via a Sub-Contractor arrangement, to Contracting Authorities which can accommodate both single and multiple Orders, that shall comply with the following:
- 4.14.1.1. the helpdesk shall operate from 08:00hrs until 18:00hrs (Monday to Friday), (including public and bank holidays).
- 4.14.1.2. the helpdesk service shall support the Contracting Authorities queries for any orders placed either through the online system or via the order telephone line in accordance with Framework Schedule 2: Part B: Key Performance Indicators.
- 4.14.1.3. all calls shall be answered in accordance with the Key Performance Indicators set out in Framework Schedule 2: Part B: Key Performance Indicators.
- 4.14.1.4. all calls shall be charged at no more than a standard call rate (no premium rate telephone numbers). Standard rate in the UK means calls to local and national numbers beginning 01, 02 and 03. Excluded numbers include non-geographic numbers (e.g. 0871) and premium rate services.
- 4.14.1.5. the Supplier shall ensure that all Supplier (or Sub-Contractor) Personnel appointed to the helpdesk have the relevant skills in customer relations, and have received training to address the requirements of Contracting Authorities with specific needs.
- 4.14.1.6. the Supplier shall provide an appropriate level of resource throughout the duration of the Framework Agreement in order to consistently deliver a quality service to the Contracting Authorities, ensuring industry standards are adhered to.
- 4.14.1.7. the Supplier shall ensure that all Supplier (or Sub-Contractor) Personnel appointed to the helpdesk have the appropriate security clearance to work on a Contracting Authorities' account as detailed in the following link:
- <https://www.gov.uk/government/publications/hmg-personnel-security-controls>
- 4.14.1.8. the Supplier shall provide online operating guidance to Contracting Authorities as well as a generic Frequently Asked Questions/information page to support the completion of Contracting Authorities orders. This information shall be available at the Framework Commencement Date.
- 4.14.1.9. the Supplier shall provide, operate and maintain a clearly defined process for the management of enquiries and complaints received from the Contracting Authorities in accordance with Framework Agreement - Clause 47 Complaints Handling.

4.14.1.10.the Supplier shall provide technical support to the Contracting Authorities through the Supplier helpdesk when required.

4.15. Payment and Invoicing

- 4.15.1. The Supplier shall offer the Contracting Authorities a choice of payment options, to include and not be limited to bill-back, electronic billing, and corporate payment cards, to be discussed and agreed at the Call Off Stage.
- 4.15.2. The Supplier's Online order ing System shall hold and/or provide the facility for the Contracting Authorities to insert the three-digit CCV security code.
- 4.15.3. The Supplier shall ensure, where the payment option chosen by the Contracting Authorities includes the mechanism for invoicing, invoice all charges within the financial year in which the charges apply.
- 4.15.4. The Supplier shall have the ability to attribute the cost of each order to the Contracting Authorities individual Cost Centre Code.
- 4.15.5. The Supplier shall ensure all invoices are issued to the Contracting Authorities on a consolidated monthly basis (the method to be agreed by the Contracting Authorities at the Call Off Stage) but not limited to:
 - 4.15.5.1. email; or
 - 4.15.5.2. facsimile; or
 - 4.15.5.3. postal
- 4.15.6. The Supplier shall also provide the facility for Contracting Authorities to access their monthly invoices via the Crown Market Place (if available).
- 4.15.7. The Supplier will provide the following information within the invoice (unless otherwise specified by the Contracting Authorities at the Call Off Stage):
 - 4.15.7.1. order Number;
 - 4.15.7.2. registration number of the vehicle;
 - 4.15.7.3. date and time of work;
 - 4.15.7.4. vehicle mileage at time of work;
 - 4.15.7.5. Tyre removed (make, size, reason / work carried out, remaining Tyre tread depth);
 - 4.15.7.6. Tyre fitted (make, size, reason / work carried out/Tyre tread depth);
 - 4.15.7.7. invoice number;
 - 4.15.7.8. date of invoice;
 - 4.15.7.9. depot address;
 - 4.15.7.10.quantity of Tyres;
 - 4.15.7.11.parts and consumables used;
 - 4.15.7.12.cost per item (showing VAT separately where applicable);
 - 4.15.7.13.Mobile Fitting if used (plus technician identification number);
 - 4.15.7.14.serial number of removed and installed Tyres
 - 4.15.7.15.Single Unique Reference number
- 4.15.8. The Contracting Authorities and the Supplier shall meet to discuss any disputed payments in accordance with Call Off Contract – Schedule 11 Dispute Resolution Procedure.

4.16. Social Value

4.16.1. The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental wellbeing in connection with public services contracts and for connected purposes as well as allowing for national and local strategies around this area. The Supplier may be required at the Call Off Stage to identify as an optional variant the Social Value initiatives it proposes as proportionate and relevant to the Call Off Contract.

4.17. Exit Management

4.17.1. The Supplier shall provide prior to the expiry, no later than 3 months of the expiry of this Framework Agreement, an Exit Management Plan which shall be agreed with Contracting Authorities.

4.18. Homologation

4.18.1. The Supplier shall ensure that all Tyres supplied and fitted under this Framework Agreement meet the specification required for homologation by the vehicle manufacturer to include but not limited to the vehicles detailed in annex 2 of this Framework Agreement Schedule 2: Part A: Goods and Services.

4.18.2. The Supplier shall ensure all Tyres supplied and fitted under this Framework Agreement will be considered to be of a “premium standard” and be homologated for use on vehicles sold by a minimum of 7 different UK vehicle brands who sell cars and/or vans (under 3.5 tonne) in the UK.

4.18.3. The Supplier shall ensure, when a Tyre supplied and fitted under this Framework Agreement, is not homologated for a particular vehicle for OEM (Original Equipment Manufacturer) fitment, the Supplier shall either seek to gain homologation at the Contracting Authorities request or warrant in writing that the recommended Tyre for the Contracting Authorities vehicle is suitable for fitment and suitable for the intended use.

4.18.4. The Supplier shall ensure, upon receiving authorisation to seek to gain homologation from the Contracting Authorities, the Supplier shall use their full supply chain to achieve the recommended Tyre. The Contracting Authorities may request the Supplier to submit the recommended Tyre for testing with the vehicle manufacture, at the Supplier’s expense (if any).

4.18.5. The Supplier shall provide technical support with supporting evidence, to identify if the Tyre, supplied and fitted under this Framework Agreement, is homologated for the vehicles that need to have the Tyre replaced when authorised by the Contracting Authorities.

5. ADDITIONAL REQUIREMENTS

5.1. Non Motorised Bicycle Tyres

5.1.1. The Supplier shall provide Non Motorised Bicycle Tyres under this Framework Agreement either in house or via the use of a Sub-Contractor.

5.1.2. The Supplier shall ensure that Non Motorised Bicycle Tyres are available to the Contracting Authorities within 24 hours of the request being received unless agreed otherwise with the Contracting Authorities at the Call Off Stage. The Supplier shall ensure the range of Non Motorised Bicycle Tyres includes the following descriptions for Tyres Eco, Asymmetric, Wet Weather/Wet Grip and Performance.

5.2. Driving Value for Money and Continuous Improvement

5.2.1. The Supplier shall work collaboratively with the Contracting Authorities, vehicle manufacturers and vehicle suppliers to support the development and

homologation of new Tyres to be supplied under the Framework Agreement in driving value for money by promoting continuous improvement for the Contracting Authorities.

Annex 1

Tyre Type	Description
Cold Weather / Winter	Specially designed and constructed to offer high levels of traction and grip in ice, snow and wet conditions when temperatures fall below 7°C.
All Weather	Combines elements of summer and winter Tyres and designed for use in countries with moderate weather patterns all year round.
Agrarian	Designed for use on agricultural vehicles.
Off-Road	Designed to be used on vehicles that can be used for travelling off public roads, such as unpaved road, trails, beaches, mud, water or rough terrain.
Summer	Designed to give optimal performance on both dry and wet roads at temperatures above 7°C.
Asymmetric	Tyres that mix two different tread patterns to provide good dry traction and improved wet grip.
Wet Weather	Tyres that deliver improved traction, braking and handling in wet weather conditions.
Run Flat	Designed specifically for the purpose of remaining functional for limited distances with no air pressure in the Tyre.
Eco	Designed to reduce fuel consumption and CO ² emissions through improved rolling resistance.
Performance	Designed to be used at high speed and/or in challenging road conditions as specified by the user.
Motorised Bicycle	Designed to be fitted to motorised bicycles.
Space Saver	Designed for temporary use to enable a vehicle to be driven to a place of repair.
Non-Motorised Bicycle	Designed to be fitted to non-motorised bicycles

Annex 2

Vehicle Manufacturer	Model
BMW	330d; 330d xDrive; 525d; 525d xDrive; 530d; 530d xDrive; X5 xDrive30d; X5 30d; X5 xDrive40d; X5 40d;
Vauxhall	Astra K 1.6CDTi 110ps and 136ps (all derivatives); Corsa 1.3CDTI 75ps (all derivatives); Vivaro van (all derivatives);
Hyundai	i30 1.6CRDI (all derivatives);
Ford	Focus TDCI (all derivatives); Transit van (all derivatives);
Peugeot	208 (all derivatives); 308 (all derivatives); Expert van (all derivatives);
Mercedes Benz	Sprinter five tonne variants;

Annex 3

Location	Depot to be within 3 miles of the Postcode detailed below
Aberdeen	AB10 1ZA
Dundee	DD1 9JU
Edinburgh	EH4 1RB
Fort William	PH33 7GA
Glasgow	G52 1EE
Inverness	IV1 1RL
Perth	PH1 5SF