



Crown
Commercial
Service

Public Sector Vehicle Hire Solutions RM6013

Customer Welcome Document



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Purpose of this guide

This guide for RM6013 provides information on four key areas:

- it sets out the key benefits of the solutions that are available within RM6013.
- it sets out the various processes that you will follow to obtain vehicle hire solutions under the Framework Agreement.
- it shares the high level procurement process undertaken, to provide assurance that your needs have been accommodated, during the specification and tender process.
- it shares frequently asked questions along with up to date answers.

Key abbreviations, terms & glossary

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

Abbreviations	
<ul style="list-style-type: none">▪ ALB – Arms’ Length Body (of a Central Government department)▪ CCS - Crown Commercial Service▪ CG - Central Government▪ FAQs - Frequently asked questions▪ PI - Performance Indicator▪ NDPB - Non Departmental Public Bodies▪ OJEU - Official Journal of the European Union	<ul style="list-style-type: none">▪ PSVHS – Public Sector Vehicle Hire Solutions (RM6013)▪ QBR - Quarterly Business Review▪ SL - Service Level▪ SME – Small and Medium-sized Enterprise▪ TUPE - Transfer of Undertakings Protection of Employment▪ WPS – Wider Public Sector

There is a further list of terms and definitions at the end of this document, in Annex 1 – Glossary of terms.

Introduction to Crown Commercial Service (CCS)

We're the biggest public procurement organisation in the UK. We help organisations across the whole of the public sector find the right commercial solutions for over £15 billion of spend each year.

We cover everything from temporary staff and electricity to laptops and cars. Our Customers include NHS trusts, local authorities, police forces, emergency services, schools, colleges, government departments, housing associations and charities across the UK.

We know that tight control over budgets and resources is a key priority and we want to help you save time and money when buying everyday goods and services, so that you can focus on the things that really matter to your organisation.

You can use our commercial solutions free of charge, and we're committed to helping you achieve maximum value by leveraging our commercial expertise and national buying power.

As we're an Executive Agency of the Cabinet Office, we also lead on developing and implementing the UK's public sector procurement policy and delivering government's commercial policy priorities.

Why choose us?

- we put our Customers first, working in partnership to help you achieve best value
- we help our Customers save millions of pounds every year
- we're making public sector procurement simpler
- we're making it easier for smaller businesses to win contracts
- we're committed to continuously developing our commercial expertise and seeking innovative solutions for our Customers

We recognise the need to transform business processes to align with the public sector digital agenda. Our commercial agreements encompass new technologies and products to support you with achieving best value and innovation, while future proofing your processes.

What is Public Sector Vehicle Hire Solutions?

Also known as RM6013, Public Sector Vehicle Hire Solutions (PSVHS) is a Framework Agreement consisting of eight lots with a duration of 3 + 1 years. PSVHS replaces and improves on its predecessor RM1062 which expired in September 2019. The new lot structure within RM6013 is designed to give Customers flexibility to identify the most suitable Lot, or combination of Lots, to meet their vehicle hire requirements. For example:

- if you are looking for a single Supplier who is able to cover off a broad range of vehicle hire requirements you may use Lots 1-2.
- if you prefer to procure from a specialist Supplier to satisfy a more specific requirement you may choose Lots 3 - 8, possibly in addition to Lot 1.

Lot	Key Provisions	Suppliers
1	UK National Vehicle Hire: Passenger Car Hire, Light Commercial Vehicle (LCV) Hire, On Road and Full Off Road 4 x 4s Vehicle Hire and Minibus Hire	Arnold Clark, Enterprise, Nexus, Limesquare*, Mobility*, Thrifty
2	UK National Vehicle Hire and Car Share: Passenger Car Hire, Light Commercial Vehicle (LCV) Hire, on road and Full Off Road 4 x 4s Vehicle Hire, Minibus and Car Share	Enterprise, Zipcar, Europcar
3	UK National Long Term Flexi Rental: Passenger Car Hire, Light Commercial Vehicle (LCV) Hire, On Road and Full Off Road 4 x 4s Vehicle Hire and Minibus	Arnold Clark, Enterprise, Europcar
4	UK National 4x4 Vehicle Hire (with Full Off-Road Capability)	SHB, Nexus, Thrifty
5	UK National Minibus Hire	SHB, Limesquare*, Nexus
6	Heavy Goods Vehicles (HGV's) and Heavy Commercial Vehicles (HCVs) over 3.5 Tonnes Hire	Enterprise, Nexus, Ryder
7	UK Car Share	Enterprise, Zipcar, Europcar
8	International Vehicle Hire	Enterprise, Europcar

*denotes SME

The choice of Lot(s) and Supplier is your decision as the Customer. You do not need to have a “one-size-fits all” service - you can choose any number of Lots, in any combination.

The table below provides an overview of the key service provisions available on individual Lots:

Service Item	Lot Number							
	1	2	3	4	5	6	7	8
Passenger Car Hire	✓	✓	✓					
Light Commercial Vehicle (LCV) Hire	✓	✓	✓					
Long Term Flexi Rental (28 days +)*	✓	✓	✓	✓	✓	✓	✓	✓
On Road and Full Off Road 4x4s Hire	✓	✓	✓	✓				
Minibus Hire	✓	✓	✓		✓			
Car Share		✓					✓	
Heavy Goods Vehicles (HGV's) and Heavy Commercial Vehicles (HCVs) over 3,5 Tonnes Hire						✓		
International Vehicle Hire								✓

*All lots offer long term rental as an option but Lot 3 specialises in long term flexi rental

What are the benefits of using Public Sector Vehicle Hire Solutions?

PSVHS will deliver commercial benefits to Customers through:

- An enhanced lot structure which offers access to a single Supplier solution or specialist vehicle Suppliers, giving Customers flexibility to choose the right lot or combination of lots to best fit their needs.
- Access to daily rental or car share services through a single Supplier, if required, giving Customers options and the best solution for each individual journey.
- Access to specialist vehicle hire companies with expert advice on how to best meet your requirements in areas such as HGVs, Mini Buses and 4x4s.
- An innovative car share lot offering cost saving opportunities by changing user behavior and traditional daily rental to hourly car share rates.
- Competitive national and international rates for vehicle hire Suppliers across eight lots with a broad choice of vehicles and geographical coverage.
- Short term (up to 28 days) or longer term hires to suit Customers' needs, including access to long term flexi rental specialist Suppliers.
- Access to premium service levels with the option to introduce additional vehicles and requirements at Call-Off.
- Comprehensive performance management, including application of service credits
- Suppliers' Compliance with Cyber Essentials.
- Suppliers' registration with the Rental Vehicle Security Scheme (RVSS) subscribers.
- The option of arranging insurance through Suppliers or independently.
- The availability of Direct Award or Further Competition including opportunities for aggregation.
- On-going pro-active Supplier and market engagement to ensure emerging trends and technologies are incorporated into the Framework Agreement as quickly as possible.

CCS' DigiTS

- Single Sign On integration through CCS' DigiTS platform for a unique point of access to all travel and vehicle hire Suppliers saving your staff time and inconvenience. (See p.13 and Frequently Asked Questions for more information)
- Market leading Suppliers ready to provide best in class management information through to help all Customers comply with emissions targets and Central Government departments report against OLEV's Road to Zero Strategy.
- Greater visibility of your vehicle hire fleet spend patterns through improved MI.

Social Value

- Social value questions were included at framework evaluation to ensure responsible Suppliers were selected.
- Flexibility for Customers to select a comprehensive off-the-shelf social value question for Call-Off or focus on their own specific priorities.
- Suppliers are required to commit to the Social Value Priority Statement
- Suppliers are mandated to report on social value priority areas such as safe & secure supply chain, fair and ethical employment and environmental sustainability at framework level and Call-Off level.
- Guidance from CCS for Suppliers to improve compliance with the Modern Slavery Act.
- Alignment with government strategies on buying from SMEs and carbon reduction commitments. There are 2 SMEs on the framework.

How to use this Framework Agreement

The PSVHS Framework Agreement, Call-Off Contract documentation and further guidance can be found on the PSVHS webpage.

The pricing for this Framework Agreement is considered to be commercially sensitive and could prejudice the commercial interests of Suppliers if the information was made publicly available. Public Sector Customers can request both pricing and the Direct Award Scoring Template to compare Suppliers' prices from info@crowcommercial.gov.uk

Customers must consider their organisation's requirements in accordance with this guidance and the requirements of the Public Contract Regulations 2015.

All Customers must undertake either a Direct Award or a Further Competition. Guidance to decide on which process to choose is given below and in the Decision Tree on p.12:

Direct Award

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

- their requirements can be met by the Suppliers' catalogues and description of the requirements as set out in Framework Schedule 1 (Specification) and Framework Schedule 2 (Framework Tender); and
- all of the terms of the proposed Call-Off Contract are laid down in Framework Agreement and do not require amendment or any supplementary terms and conditions;
- Customers should be able to demonstrate and evidence that the selected Supplier demonstrates best value for money in line with their organisation's criteria and/or process and be prepared to give feedback against this criteria to all bidding Suppliers. Value for money may include, but is not limited to cost effectiveness, price and quality.

Advantages of direct awards include:

- agreements may be entered into more quickly than when further competitions are conducted
- there is no need to write a specification – the core statement of requirements can be used
- they are an ideal solution for less-complex vehicle hire requirements and smaller expenditure Call-Offs

Further Competition

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

- requires the Supplier to develop additional proposals or a solution in respect of such Customer's additional vehicle hire services requirements; and/or
- needs to amend or refine the Framework Agreement 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 Schedule 7 (Call-Off Award Procedure).

Customers can run their own further competition using the template provided in the CCS [eSourcing Tool](#) or their own template and/or processes.

CCS can manage a further competition on a Customer's behalf if certain conditions are met. Customers would need to provide a completed statement of requirements in order for CCS to support and would need to provide subject matter experts for technical evaluation of Suppliers' bids.

Suppliers can decline to participate in a competition if they wish, as this can be a costly exercise for them, given they have already completed the full OJEU-compliant tender process.

A Customer can undertake a further competition between all Suppliers in an individual Lot to refine their requirements. This could include the provision of Customer-specific processes, services and/or additional commercial benefits, but **must be compliant** with Public Contract Regulations and **must not substantially change** the original terms of the procurement.

Advantages of further competitions include:

- Customers can add to the core specification if they have bespoke requirements
- Customers only need to evaluate Suppliers on how they propose to deliver your specific service as their capability to meet the service requirements in the Framework Agreement have already been assessed in the original tender.

Further competition award criteria

When running a further competition, Customers may award on the basis of the most economically advantageous tender and must provide Suppliers with the methodology behind the evaluation, including the evaluation criteria and the weightings that are applied to each criterion.

The following criteria and weightings shall apply to the evaluation of tenders received through the Further Competition Procedure:

Criteria Number	Criteria	Percentage Weightings
1	Quality (including delivery time, sales service, account management, good value, accessories, service fitness for purpose, technical merit; coverage, network capacity and performance)	0 – 90%
2	Price	0 – 90%
3	Social Value (Safe & Secure Supply Chains, Environmental Sustainability, Delivering diverse supply chains, Fair and inclusive employment practices, Wellbeing & Community Benefits)	10 – 100%
Total Weighting		100%

Social Value

Social value is any additional environmental, economic or social benefit provided by a Supplier that is relevant to the subject matter of a contract. It is being increasingly recognised as a vital way to add value in public procurement.

PSVHS is a flagship for including social value in a centralised procurement. The framework provides clarity for Suppliers and Customers, while giving Customers the flexibility and freedom to decide how best to implement social value within your own supply chains.

CCS conducted PSVHS using a new approach which ensured only Suppliers with a responsible attitude to key social value priority areas were awarded places on the PSVHS framework.

As part of the framework specification, CCS and our stakeholders developed a social value priority statement ('the Statement'), which outlines a range of critical governmental targets that CCS require Suppliers to support the public sector in working towards, in the following areas:

- Supply chain diversity
- Fair and ethical employment
- Environmental sustainability

- Modern slavery
- Community benefits

For PSVHS's **framework evaluation**, social value questions on the first three areas listed above accounted for 10% to 20% of the total available marks, with Suppliers evaluated and scored against their current business processes and plans for improvement.

The invitation to tender also required Suppliers to disclose their awareness of modern slavery in their supply chain. CCS will work with Suppliers to address any labour risks identified in their supply chains throughout the life of the agreement.

CCS has given Customers choice and flexibility at the **Call-Off stage** to choose which elements of social value to focus on to best meet their organisation's priorities by opting for one of the three approaches below:

Supplier proposal - A Customer asks Suppliers to outline what they can deliver to support the Public Sector in meeting the Statement's priority areas in general, including a commitment to self proposed targets.

Customer led - A Customer picks specific targets from the five policy areas in the Statement for Suppliers to focus on. Selection questions ask Suppliers how they will meet the specific targets.

Customer plus - A Customer evaluates Suppliers on different social value deliverables which are based on its specific organisation's priorities.

At the Call-Off level, **performance indicators** ensure Suppliers provide Customers with an annual delivery statement detailing how they are meeting the agreed social value commitments.

Suppliers must also submit an annual report to CCS detailing their social value performance across all Call-Off Contracts.

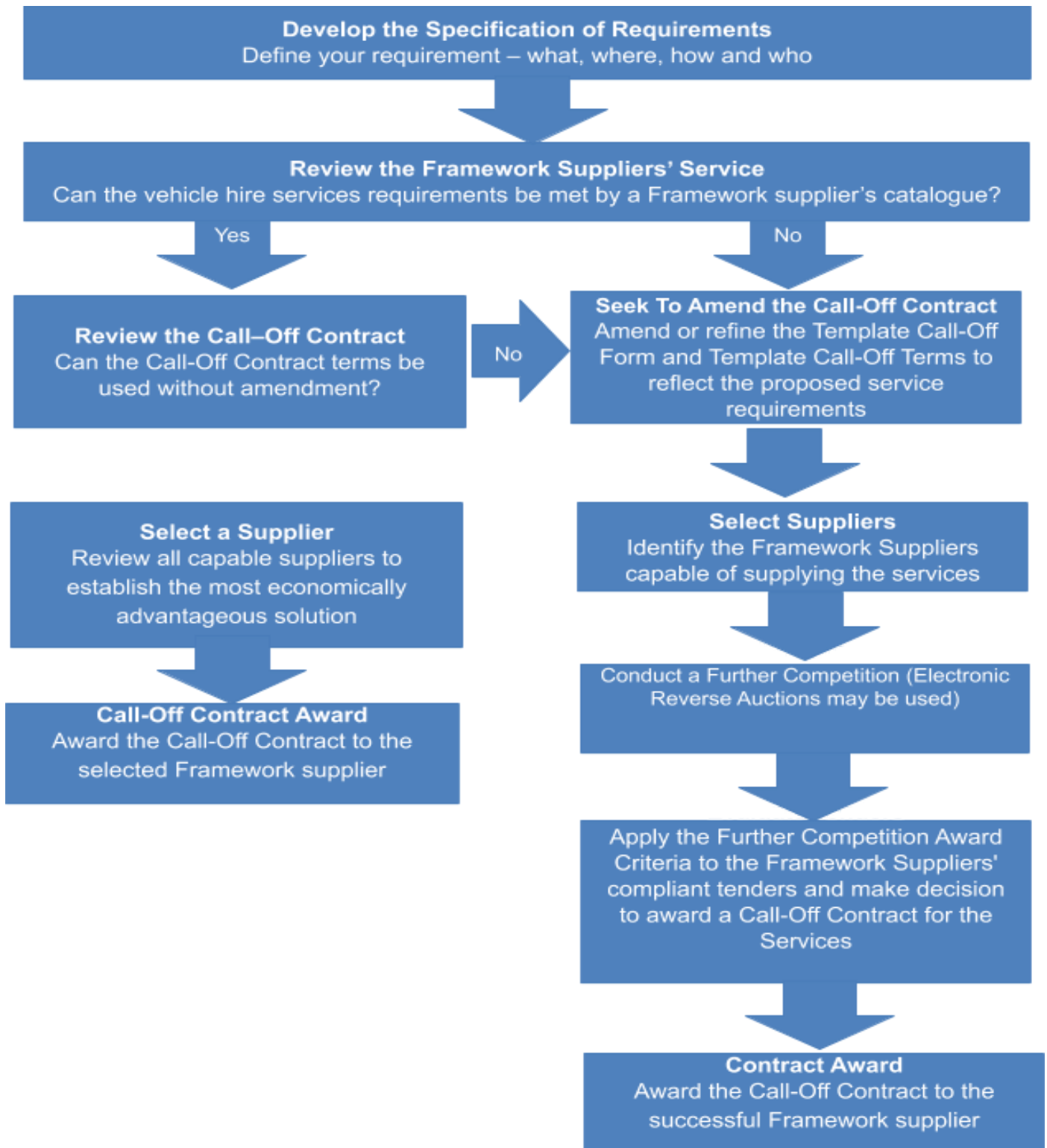
If you require additional support and procurement guidance on running a further competition or conducting a direct award, please contact us at info@crowcommercial.gov.uk

Have you considered aggregating your requirements?

You may choose to join with other public sector organisations that you work closely with, and who have a similar vehicle hire profile to you, to carry out an aggregated further competition.

For more information on how you can run an aggregated further competition, please contact info@crowcommercial.gov.uk.

Vehicle Hire Services Decision Tree



Finalising the Call-Off Contract

If direct awarding, the Customer should contact the chosen Supplier to begin completing the Call-Off Contract. Once completed, the Customer should send this to the Supplier for signature and then send an electronic version of the counter-signed copy to CCS.

If the Customer is following the further competition route, it is best practice to run a ten day standstill period. Customers should send out an intention to award notice to the successful Supplier and an unsuccessful award notice to other Suppliers that submitted a response. These letters should provide details of the scores awarded for each weighted criteria compared to the successful potential provider and a rationale for each score. The rationale should be objective, and care needs to be taken to ensure that scores and rationale is in line with the further competition documentation.

Once the ten day standstill period is complete, Customers should then send an award letter and begin completing the Call-Off Contract with the successful Supplier before sending to the Supplier for signature and then sending an electronic version of the counter-signed copy to CCS.

Digital Travel Solution (DigiTS)

Following essential development work, from 2020, it is intended that Customer access to PSVHS Suppliers' Online Booking Tools and all Management Information will be via the CCS Digital Travel Solution (DigiTS) platform. DigiTS is a single sign on platform, meaning that a user logs in at one central point and can then access all online booking tools. CCS will communicate with all Customers when DigiTS is ready to be used; until this point Customers will access Suppliers booking tools independently.

We have made a video explaining providing a brief demonstration of the platform, which is available to view [here](#) (after 6 minutes 39 seconds)

The DigiTS platform was developed in line with the Government Digital Service (GDS) requirements, including Accessibility.

Security assurance

Supplier Security Assurance

CCS checks Suppliers' Cyber Essentials certificates to ensure compliance with the framework. CCS does not issue security assurance reports. Any other necessary due diligence or security assurance should be undertaken by Customers at Call-Off according to their internal guidelines.

DigiTS Security Assurance

DigiTS has been reviewed and accredited by the CCS Senior Information Responsible Owner (SIRO), following a security risk assessment using the 2T Consulting Risk Tree methodology.

More information on the Security accreditation process for DigiTS is available on request at Travel@crowcommercial.gov.uk.

Working with Crown Commercial Service

Agreement & performance management

CCS will manage the performance of this agreement by undertaking regular reviews with Suppliers to:

- review Service Levels and Performance Indicators, complaints, implementation and go live progress and monthly data provision.
- identify opportunities for greater contractual efficiencies and Supplier continuous improvements
- identify areas where Customers can improve efficiency

CCS will work closely with our Customers to:

- share Supplier feedback on potential efficiencies, supporting savings and best buying practice
- gain feedback on Supplier performance to support performance management and ensure Customer satisfaction.
- act as an escalation point for contractual or performance issues - CCS will work with both you and your Supplier(s) to resolve issues / concerns

The Travel Category Board

Our Travel Category Board is established to drive forward the travel category strategy across the public and third sectors. The board comprises of representatives from central government departments, wider public sector organisations and Crown Commercial Service.

Its purpose is to:

- drive forward the travel category strategy across the public sector and third sector.
- ensure continuous sustainable rigorous peer review of category strategies with Customers, the market and the private sector
- sustain board membership and engagement to continuously update and mature the strategy in line with internal and external developments
- execute and maintain exceptional category management with CCS being the natural go to provider for travel solutions
- deliver commercial benefits, added value and Customer service excellence to public sector Customers
- ensure continuous improvement is achieved and programme performance is benchmarked within the travel sector
- deliver ongoing education with Customers to enhance policies, procedures and best booking practice

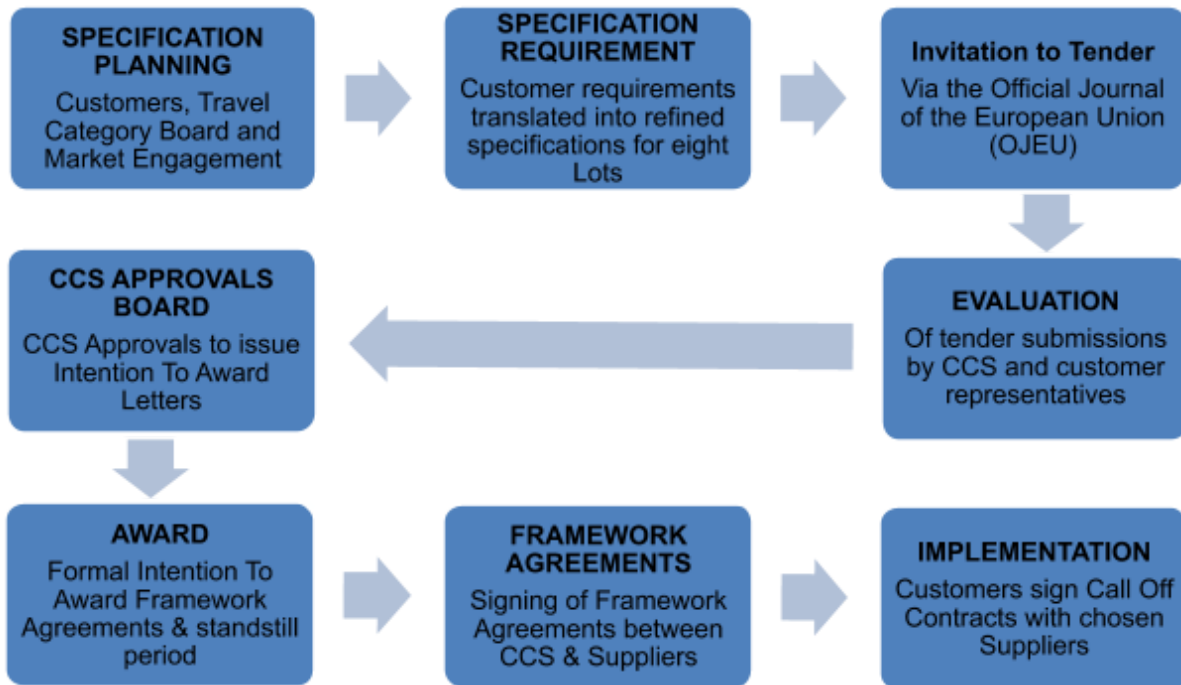
Service Levels and Performance Indicators

Within the Framework we have incorporated a number of Performance Indicators, Service Levels and Service Credits. An overview is included below and full details form part of the Call-Off Agreement. The default Service Levels listed below are provided in Call-Off Schedule 14 - Service Levels. Any changes to Service Levels made by Customers must be recorded in Call-Off Schedule 14 and agreed with Suppliers.

Item	Details
Framework Performance Indicators (reported by Supplier to CCS)	<ul style="list-style-type: none"> ▪ Management Information accuracy ▪ Self Audit Report delivery ▪ Self Audit Report actions resolution ▪ Attendance of meeting/forum once per year between key private sector companies and CCS, to share ideas, good practice and market updates. ▪ Annual Modern Slavery Report ▪ Annual Social Value Delivery Statement ▪ Invoice Payment
Service Levels (reported by Supplier to Customer)	<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 ▪ Management information ▪ Complaints resolution ▪ Complaints to booking ratio ▪ Invoice accuracy ▪ Vehicle traffic violations notifications ▪ Management meeting attendance ▪ Action plans for cost reduction ▪ Response to Customer request to develop best value solution ▪ Response to Customer request to reduce carbon emissions ▪ Proactive resolution of service delivery issues
Service Credits (between Supplier and Customer)	<ul style="list-style-type: none"> ▪ When SLAs fail Service Credits will apply ▪ Designed to drive Suppliers to deliver contract obligations and excellent Customer service

PSVHS Framework Procurement Approach

CCS followed an Open Procedure procurement process in line with the Public Contract Regulations 2015. Figure 1 below provides an overview of the process for your information.



The Framework Agreement procurement process undertaken was in accordance with the Public Contracts Regulations 2015 (the Regulations), specifically the Open Procedure (Regulation 27 of the Regulations) and the requirements relating to Framework Agreements (Regulation 33 of the Regulations).

Frequently Asked Questions (FAQs)

We have provided answers to some common questions below.

Why do I need to sign a Call-Off Contract?

It is a legally binding document defining the roles and responsibilities between the Customer and the Supplier. CCS own and manage the actual Framework Agreement.

What duration will the Framework Agreement be?

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

What duration can my Call-Off Contract be?

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.

When can I award a Call-Off Contract to the new Supplier(s)?

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 the timing of when your current Call-Off Contract expires.

How do I know which Lot to select?

Please see page 4 of this document. Further information on the specification of each lot is available on our website in (xx name of document)

Is there a minimum spend level for a Further Competition?

There is no minimum spend for a Further Competition, although Suppliers may decline to bid for low value requirements due to the cost of participation in competitions. Therefore this route should only be used if:

- (a) you require the Supplier to develop proposals or a solution to meet your additional requirements; and/or
- (b) you need to amend or refine the Call-Off contract to reflect your Service Requirements

If you want to run a Further Competition procedure, you can work with our Further Competitions team to investigate the potential for an aggregated competition with other Customers.

Can I alter the pricing on my Call-Off Agreement?

Pricing is fixed for Direct Awards but may be altered through a Further Competition procedure, however it must be lower than the maximum prices set at the Framework Agreement level.

Who can use PSVHS?

This Framework Agreement RM6013 is for use by public and third sector organisations in the United Kingdom.

I have an existing Supplier – does TUPE apply?

We recommend that all customers seek legal advice as to the relevance of TUPE to their current contractual arrangements.

Can I aggregate my volumes with other public sector Customers?

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

What are my options for invoicing and payment?

The Framework Agreement sets out a number of options, which you can select when

completing your Call-Off Contract. Please refer to the draft documentation available on the [PSVHS webpage](#).

Crown Commercial Service provides a range of [Payment Solutions](#), including Purchasing Cards, which you may consider using.

[Do the Suppliers provide a 24-hour service in case of emergency travel requirements?](#)

Suppliers provide an Out of Hours emergency contact number where required by the Buyer to hire Equipment at short notice outside of the normal operating hours or in the event of requiring breakdown or roadside assistance.

[Who manages the Suppliers?](#)

Once the Call-Off Contract has been completed, the relationship in terms of day-to-day service delivery lies between the Customer and Supplier, with CCS acting as escalation point to deal with any contractual or unresolved issues.

[Who is responsible for pricing negotiations with Suppliers?](#)

Suppliers submitted prices at framework evaluation which are to be used for direct award. Customers could run a further competition to try and improve on prices. Framework prices are subject to an annual review by CCS.

[Can I change the Service Levels that are set in the specification?](#)

Yes. Where the Customer wishes to change the Service Levels, this can be done within the Call-Off Contract in order to meet Customers' specific needs.

[Is there a specific value you would look at to determine whether or not CCS would run a further competition on behalf of a Customer?](#)

CCS would consider running a further competition of approximately £50,000 or greater.

[What documents should a Customer fill out and send back should they wish to buy from the framework?](#)

The key document is the Framework Schedule 6 (Order Form Template and Call-Off Schedules), as this is the binding contract between the Customer and the successful Supplier. The order form can be found on the RM6013 page of our website.

[Why is there duplication in the lots' specification? For example, Minibuses are available in lots 3 and 5 in the Framework?](#)

The Lots within RM6013 are designed to enable Customers to identify the most suitable Lot, or combination of Lots, to meet their vehicle hire requirements. For example, if you are looking for a single Supplier who is able to cover off a broad range of vehicle hire requirements you are likely to implement one contract on Lots 1-2. But, if you prefer to procure from specialist Suppliers to satisfy a more specific requirement you are more likely to implement Call-Off contract(s) Lots 3 - 8.

[Will the way I can book a vehicle change?](#)

Suppliers will accept bookings via their dedicated online booking portal, fax, email and by telephone. However, once the DigiTS platform is configured for PSVHS Suppliers, Customers should make bookings through Suppliers' online booking portals via DigiTS as this will ensure the Customer's requirements are fully captured and recorded for future reference.

[Under the new Framework how will I be able to keep my costs down?](#)

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 hours 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.
- Consider setting up a car share scheme so your hires access an hourly not daily rate.
- 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!

[Is there a lot which combines HCV and LCV together?](#)

No, HCVs over 3.5 tonnes are only available in the specialist Lot 6. The decision to not include HGV together with LCV was taken following feedback from the market that doing so could restrict competition.

[Do Lot 1 - 7 allow UK origin of hire but use of hire vehicle overseas if required?](#)

Lots 1-6 allow overseas use of vehicles rented in the UK at an additional charge.

[Are plant vehicles eg Forklifts, JCB etc included under Lot 6 ?](#)

Plant Vehicles are not included on Lot 6.

[Does the framework have a zero excess agreement in place for hired vehicles?](#)

Light Damage Waiver allowing a damage waiver for damage up to £600 is available under the additional charges pricing as an additional cost.

[Can you provide details of how Car Share works in practice?](#)

There are 4 types of Car Share:

1.Virtual Vehicles: Vehicles are available through the Supplier's established Car Share network, usually for short trips in an urban environment. Hire shall be for very short periods normally 1 hour and capped at one daily rate.

2.Dedicated Pool Vehicles: Vehicles are rented for an extended period of time and for exclusive use by Buyer Staff or, if so required by the Buyer(s), additionally the general public or a number of other organisations occupying the same offices or who are in close proximity to the Buyer(s) offices.

3. Mixed Used Vehicle Pool: Vehicles can be reserved for set periods of time, for example 9:00 to 17:00. Such Vehicle usage shall be available through the Supplier's established (or specifically deployed) Car Share network. Outside of the exclusive hours, the Vehicles would be available to the general public;

4. Car Share Technology Only - The conversion of the Buyer(s) owned fleet Vehicles to allow reservation of these vehicles through the Supplier's Online Booking System (this can improve Management Information on the utilisation of these Vehicles).

[As a Customer when direct awarding or further competing do I need to include all vehicles types \(SIPP\) available in the lot\(s\)? What if I need to include a vehicle type that is not included in the lot?](#)

Customers are able to select which of the Framework Schedule 3 - Framework Prices vehicles types to include in the direct award Call-Off or in the further competition. Specific

Vehicles not included in the prices on 'Framework Schedule 3 - Framework Prices' may be agreed between Supplier and Customer at the Call-Off, however, significant additional requirements are required to be agreed through further competition only. The agreed vehicle types and respective pricing shall be included in the Call-Off Schedule 5 - Pricing Details.

[As a Customer looking at daily rental and car share services, what are my Call-Off options regarding Suppliers and model available?](#)

It's up to the Customer to decide the model to implement based on the Customer strategy. Customers looking to enable daily rental and car share service can:

Option 1: Call-Off a single Supplier from lot 1 or a different Supplier from lot 1,3,4,5 for daily rental plus a Supplier from lot 7 for car share.

Option 2: Call-Off a single Supplier from lot 2 to provide daily rental and car share service.

[As a Customer, when looking to include Dedicated Pool Vehicles and / or Mixed Used Vehicle Pool car share services from lot 2 or lot 7 in my Call-Off, do I need to further compete or is direct awarding a viable option?](#)

It is best practice to award these services through further competition as framework prices were provided for information only and are to be used as the basis of the maximum pricing within the Framework Contract Agreement.

[As a Customer, in addition to the vehicle types included in the Call-Off, which are the key requirements/service I need to agree with supplier at Call-Off?](#)

Insurance, payment method, MI template, services levels.

[What opportunities are there to combine rental / lease with maintenance?](#)

Maintenance of any vehicle rented under the contract is to be provided by the Suppliers. The only exception is on the car share technology only service, where the vehicle is

owned by the department and the maintenance is to be provided accordingly with the vehicle terms and conditions.

[What rental periods are available to users?](#)

Rental periods range from hourly to up to 2 years. For a full breakdown please request pricing from info@crownccommercial.gov.uk

[Could a Customer direct award solely on price or are they mandated to apply a quality and social value assessment?](#)

For direct award Customers should award on Value for Money which may include but is not limited to:

- Cost effectiveness;
- Price; and
- Quality.

Therefore if price alone was aligned with the Customer's own governance procedures it would be acceptable for this framework

[What additional information can I obtain?](#)

Further information regarding the current vehicle hire Framework Agreement RM6013, including how to contact the vehicle hire Suppliers and downloads of vehicle hire Framework documentation can be found on the [RM6013 webpage](#).

Other useful resources can be found at:

- The British Vehicle Rental & Leasing Association: **BVLRA**
- Government Buying Standards for Transport, including details of maximum emission levels: **Government Publication**
- Vehicle safety assessment: **Euro NCAP**

[How have the Government's social value agenda and SME objectives been considered?](#)

PSVHS is a pilot procurement for social value. Social value was built into the framework Supplier selection and has been addressed in the following topics:

- Supply chain diversity
- Fair and ethical employment
- Environmental sustainability
- Modern slavery
- Community benefits

The framework provides clarity about social value for Suppliers and Customers, while giving you the flexibility and freedom to decide how best to implement social value within your own supply chains. At the framework level performance on social value is measured and managed through a specific Performance Indicator.

2 out of 10 Suppliers on the framework are SMEs. In addition, national Suppliers will sometimes use SMEs where they need to augment their geographical service offering.

Was the Government Greening Commitment considered on the requirements?

The Suppliers have the capability to provide Low Emission Vehicles accordingly with the Government Greening Commitments and OLEV policy requirements and an EV vehicle type is included in the framework price. As new electric vehicles types are expected to be introduced into the market within the upcoming years, the framework terms allows the Customer to agree the price of this new vehicle types with the Supplier and add them to the Call-Off contract. Regarding the OLEV reporting requirements, the framework requires the Suppliers to provide the necessary MI for onward reporting to OLEV, as agreed with the Customer at Call-Off.

If I choose to use different lots and a further competition approach to satisfy my requirements do I need to be aware of any regulations?

Customers need to pay particular attention to reg.46.and reg.84 of the Public Contracts Regulations 2015.

Are any of the Suppliers' booking systems accredited to Cyber Essentials Plus?

The scope of Suppliers' Cyber Essentials includes all IT infrastructure including their booking systems. Cyber Essentials Plus is a higher standard and is not a framework requirement. This could be requested as part of a further competition.

Where would I view pricing before I run a further competition?

Pricing is available if doing a direct award or a further competition and are available on request from the travel team at info@crownccommercial.gov.uk.

Do I have to use CCS' template Call-Off order form?

Yes, Customers must use CCS' Call-Off order forms when completing their order.

Does the Customer need to issue their procurement through the CCS eSourcing portal?

Customers do not have to use the CCS portal. They can use their own portal or other parties' portals.

Is a direct award scoring template available?

Yes - please request from the travel team at info@crownccommercial.gov.uk in order to compare pricing.

What is the Call-Off contract duration for direct award and further competition?

The initial term of the Call-Off is any period up to a maximum of 36 months with a maximum extension period of 12 months.

What is the management charge under this framework?

The Supplier will pay CCS, excluding VAT, 1% of all the Charges for the Deliverables invoiced to the Customer under all Call-Off Contracts excluding any charges payable by the Customer to the Supplier as a result of damage caused to Equipment due to a fault of the Buyer.

How could I be involved in an aggregated further competition for Vehicle Hire?

To find out about how to be involved in an aggregated further competition please contact info@crowcommercial.gov.uk.

What is the annual self audit certificate? (Framework Schedule 8 - Self Audit Certificate)

The audit certificate is a contractual obligation for the Supplier to complete. It confirms the Supplier has suitable systems in place for identifying and recording the transactions taking place under the provisions of the framework, and also that the Supplier has tested their systems for identifying and reporting on framework activity and found them to be operating satisfactorily.

What additional assistance does CCS provide to help Customers use the framework?

CCS are able to assist in a number of ways: Templates and copies of terms can be found under the document tab of the framework information page on the web site. The team run webinars to outline the services included and how to use the framework. The team are able to provide 1:1 advice and guidance.

Is Subcontracting allowed under this framework?

Subcontracting is allowed on this framework as set out in the Joint Schedule 6 - Key Subcontractors.

Can we simply stop supply from our existing agreement on its expiry date and start to use PSVHS immediately on the following day?

If you begin the procurement process as far in advance of your expiry date as possible, then a smooth transition to the new Framework Agreement is more likely. Check your existing agreement to ensure you are aware of both your Supplier's and your own obligations with regard to termination notice and transfer to new Suppliers, then work with your chosen

new Supplier(s) to plan your RM6013 Call-Off Contract around this.

We recommend that you plan in a short testing/ familiarisation period on DigiTS before going live with your new online booking tool.

What is DigiTS?

The DigiTS platform is an online "front end" to the Suppliers' booking tools. It provides a single sign on to all enabled travel booking tools and will allow your organisation to collate MI from all your providers into one report as needed. CCS must receive a copy of your Call-Off Contract and further information from your Supplier in order to set you up on DigiTS. All Customers must use DigiTS to ensure Management Information collected is complete. If your Call-Off contract goes live before DigiTS is operational for RM6013 you can approach your Supplier directly for access to their booking tool.

How do I access the online booking tool?

After DigiTS has been enabled for PSHVS, it will be the CCS single sign-on platform for all travel Online Booking Tools. Until the DigiTS implementations is completed Customers will agree with the Supplier how to access the online booking tool.

Who do I contact if I'm having trouble accessing DigiTS?

If you experience technical issues within DigiTS, in the first instance please review our DigiTS User Guide. If this doesn't help you resolve the issue, you can contact the CCS Customer Service Desk by emailing info@crowcommercial.gov.uk, with the subject line: "DigiTS Technical Support", and provide a description of the problem you've encountered, attaching screenshots.

For problems that occur after passing from the DigiTS platform onto the Supplier's online booking tool you'll need to contact the Supplier directly.

How will the DigiTS implementation process be managed?

Your Supplier will be responsible for implementing your contract on DigiTS, together with CCS. The implementation with the Supplier is to be agreed by you and Supplier at the Call-Off in Call-Off Schedule 13 (Implementation Plan and Testing).

Is DigiTS optimised for use on mobile technology? Are booking and notification of request sent to authorisers for acceptance or declining?

DigiTS is accessible through mobile devices. Book & notification are conducted within the Supplier online booking tool (OBT) and will reflect the Supplier OBT capabilities.

Can you confirm all Suppliers can provide an electronic booking system capable of running at least a two step booking authorisation process?

Approval features and capabilities will vary depending on the Supplier OBT capability. CCS advise engagement with the Suppliers to assess their unique OBT capabilities.

Annex 1 – Glossary of terms

Parties to the Agreement:

The Authority (Contracting 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 that owns and manages the RM6013 Framework Agreement and will be entering into a contractual relationship with the Supplier(s) on behalf of all Customers, acting as a central purchasing body.

Customer: means any CG department, ALB, NDPB, executive agency, wider public sector or third sector organisation that signs Call-off contract under RM6013

Supplier(s): the company or companies contracted to deliver the services to the Customer under the Framework Agreement.

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 eight separate and distinct lots which can be seen at p.4

OJEU Notice: the advertisement for the procurement issued in the Official Journal of the European Union.

Standstill Period: is a period of at least ten calendar days between the intention notification of an award decision and the Call-Off Contract being issued to the successful Supplier. Its purpose is to allow unsuccessful bidders to review and challenge the decision before the Call-Off Contract is signed.

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.

Framework Agreement: this is the Crown Commercial Service Framework Agreement for Public Sector Vehicle Hire Solutions (RM6013).

Not found what you're looking for?

If you are still unsure please don't hesitate to contact us via email:

info@crownccommercial.gov.uk