

Framework Schedule 1 (Specification)

Important information on how to read and use Framework Schedule 1 (Specification)

1 Framework Deliverables

Schedule 1 (Specification) sets out the characteristics of the Deliverables that the Supplier will be required to make available to all Buyers under this Framework Contract.

For all Lots and Deliverables

- The Supplier must only provide the Deliverables for the Lot that they have been appointed to.
- The Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
- The Deliverables (including any Standards) set out in this Schedule may be refined (to the extent permitted and set out in Framework Schedule 7 (Call-Off Award Procedure)) by a Buyer during a Further Competition Procedure, to reflect the Deliverables requirement of a particular Call-Off Contract.

2 Modifications to the Core Terms

The following Core Terms are modified in respect of the Call-Off Contract (but are not modified in respect of the Framework Contract).

A. For Lot 1

Clause	Amendment
3.1.2	Warranty period is amended to 12 months.
3.2.2	Amended to "All manufacturer warranties covering the Goods must either be assignable to the Buyer on request and for free, or the Supplier must make claims under the warranties for the Buyer whenever asked to do so for free."
3.2.3	Amended to "The Supplier transfers risk of the Goods on Delivery and ownership or possession of the Goods on payment for those Goods, whichever is earlier."
3.2.11	Amended to "The Buyer can cancel any order or part order of Goods which has not been Delivered. The Buyer will pay the Supplier's reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable steps to minimise these costs."
4.8, 4.9, 4.10	Will not apply
10.3.2	Amended to

	Each Buyer has the right to terminate their Call-Off Contract at any time without reason or liability by giving the Supplier not less than 90 days' written notice, unless otherwise specified in the Call-Off Order Form. If the Call-Off Contract is terminated Clause 10.5.2 to 10.5.7 applies.
11.2	Amended to "Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than the greater of £1 million or 150% of the Estimated Yearly Charges unless otherwise specified in the Call-Off Order Form."
16.1	Amended to "The Supplier must tell the Relevant Authority within two (2) working days if it receives a Request For Information."

B. For Lot 2

Clause	Amendment
3.2.11	Amended to "The Buyer can cancel any order or part order of Goods which has not been Delivered. The Buyer will pay the Supplier's reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable steps to minimise these costs."
4.8, 4.9, 4.10	Will not apply
11.2	Amended to "Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than the greater of £1 million or 150% of the Estimated Yearly Charges unless otherwise specified in the Call-Off Order Form."
16.1	Amended to "The Supplier must tell the Relevant Authority within two (2) working days if it receives a Request For Information."

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Desirable Deliverables

- 4.7 Enhanced Security
- 4.8 Fleet Consultancy
- 4.9 Gain Share

1 Scope of the Framework Contract

- 1.1 The scope of the Framework Contract covers the United Kingdom of Great Britain and Northern Ireland.
- 1.2 Suppliers appointed to the Framework Contract will be responsible for the provision of
 - a) Vehicle telematics hardware, software and associated products
 - b) Data analysis and risk management solutions
- 1.3 CCS placed a prior information notice on 17th June 2019 (reference number 2019/S 114-279912) in the Official Journal of the European Union (OJEU).
- 1.4 The procurement for this Framework Contract has been advertised in the OJEU using the Open Procedure.
- 1.5 The list published in section VI.3 of the OJEU notice provides the Crown Bodies and other Buyers who will be able to access the Deliverables pursuant to this Framework Contract.
- 1.6 The Supplier will be required to provide Deliverables to Buyers including but not limited to:
 - taking orders for the Deliverables from Buyers in respect of the relevant Lot;
 - undertaking the installation of the Deliverables ordered by Buyers in respect of the relevant Lot;
 - provision of service, maintenance and repair;
 - undertaking any billing requirements;
 - providing a support function to deal with Buyer enquiries and issues;
 - complying with any Performance Indicators, service levels and any reporting requirements;
 - providing account management to manage the relationship between the Supplier and Buyer under the Call-Off Contract.
- 1.7 The Framework Contract will be managed centrally by CCS and Call-Off Contracts will be managed locally by individual Buyers or by a third party appointed by the Buyer.

2 Lot Structure

2.1 The Framework Contract consists of two (2) Lots. The table in paragraph 2.2 below summarises the scope of the Deliverables available under each Lot.

2.2 A summary of the Lot structure is set out in the table below:

Lot	Description of service
Lot 1	<p>Supply of vehicle telematics hardware, software and associated products</p> <p>Suppliers on this Lot will provide vehicle telematics hardware and software solutions for lease, hire or purchase. This includes the provision of associated products such as cameras and tracking solutions for equipment which are fixed or stored within a vehicle. Suppliers may offer supply only and supply and fit solutions.</p>
Lot 2	<p>Supply of fleet data analysis and risk management solutions</p> <p>Suppliers on this Lot will provide a single point of access software platform designed to enable Buyers to analyse data from multiple sources in one place in order to support their fleet operation, optimise fleet whole life costs and undertake effective risk management activities. Sources of data may be connected or non-connected.</p> <p>Connected data is typically real-time, dynamic data extracted from a vehicle or telematics equipment which provides vehicle or driver related information, such as vehicle GPS location or driver behaviour. Non-connected data is historical and typically obtained from sources such as a database. The data provides relevant contextual information to support fleet and risk management, for example information related to a driver's training record, licence checks or the number of penalty points they have incurred.</p> <p>Suppliers will provide a software solution that:</p> <ul style="list-style-type: none">• can integrate with multiple connected and non-connected data sources and systems, allowing Buyers to access these data streams in one software hub• will aggregate and normalise data from multiple sources, enabling Buyers to analyse driver behaviour and vehicle usage in order to effectively manage risk• is hardware agnostic, facilitating effective fleet management by the Buyer across all vehicle and telematics hardware manufacturers <p>For avoidance of doubt, Suppliers on Lot 2 may not provide hardware.</p>

3 DELIVERABLES FOR LOT 1

The scope of Lot 1 is outlined in paragraph 2.2. The Mandatory Deliverables that fall within the scope of Lots 1 and 2 are described below in sections 3.1 to 3.6 and the Desirable Deliverables are described in sections 3.7 to 3.18.

Mandatory Deliverables

3.1 Order and supply of Telematics Solutions

3.1.1 Terms and conditions of supply

- 3.1.1.1 The Supplier will support the ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure).
- 3.1.1.2 The Supplier will provide the Deliverables to the Buyer in a timely manner and in accordance with the Call-Off Contract and the requirements notified to the Supplier in the Order.

3.1.2 Vehicle Telematics Solutions Orders

- 3.1.2.1 For the avoidance of doubt, each Order survives the expiry or termination of the Framework Contract.
- 3.1.2.2 The Supplier must advise the Buyer on the selection and specification of the Deliverables so as to ensure that the telematics solution will be of sufficient quality and suitable for the requirements of the Buyer.
- 3.1.2.3 The Supplier shall ensure that all equipment is brand new and unused, unless otherwise specified by the Buyer.
- 3.1.2.4 The Supplier shall provide updates to the Buyer on the progress of the Order, which shall include the estimated date of delivery and/or installation, as agreed with the Buyer at the point of Call-off.
- 3.1.2.5 When requested by the Buyer, the Supplier shall liaise with the Buyer's fleet management provider, vehicle supplier, or any other legacy fleet supplier where required, in order to coordinate and update telematics installations or any other relevant fleet activity.

3.2 Telematics systems and equipment

3.2.1 Telematics systems and equipment

- 3.2.1.1 The Supplier shall provide a telematics system and/or equipment that enables any telematics data, audio and/or visual images to be assimilated, recorded, stored and transmitted via equipment fitted within a vehicle in order to meet the requirements specified by the Buyer.
- 3.2.1.2 The Supplier shall provide a telematics solution on a supply only or supply and fit basis, as specified and agreed with the Buyer in the Call-Off Contract.
- 3.2.1.3 The Supplier shall ensure that the system provides live visibility of vehicles, drivers and/or assets utilising Global Positioning System (GPS) technology and/or Radio Frequency Identification (RFID) unless

otherwise specified or agreed with the Buyer.

- 3.2.1.4 The Supplier shall ensure that telematics equipment can log and store data for transmission when mobile networks are not accessible, in order for transmission to be completed when the network is next available.
- 3.2.1.5 The Supplier shall ensure that all equipment has the functionality to be switched on and off, either remotely or in-vehicle, unless agreed with the Buyer.
- 3.2.1.6 The Supplier shall ensure that all software updates can be undertaken remotely using Over The Air Programming (OTAP) without physical intervention being required.
- 3.2.1.7 When requested by the Buyer, the Supplier shall provide driver identification devices, such as key fobs, ID cards or any other devices specified at Call-Off. The Supplier shall work with identified third party suppliers where integration into other systems is required.
- 3.2.1.8 When requested by the Buyer, the Supplier shall provide the facility for direct driver communication.
- 3.2.1.9 When requested by the Buyer, the Supplier shall ensure that the telematics system can be accessed by smart devices.
- 3.2.1.10 When requested by the Buyer, the Supplier shall provide geofencing services.
- 3.2.1.11 The Supplier shall provide the installation, testing, maintenance, repair, removal, decommissioning and disposal of all equipment.

3.2.2 Installation, removal and decommissioning of equipment

- 3.2.2.1 The Supplier shall ensure that all activities in relation to 3.2.2 are undertaken by appropriately trained personnel, including sub-contractors delivering services on behalf of the Supplier.
- 3.2.2.2 The Supplier shall deliver and/or install equipment at any address within Great Britain and Northern Ireland, as specified in the Order.
- 3.2.2.3 The Supplier shall ensure that equipment is supplied, delivered and installed in accordance with the requirements specified in the Order.
- 3.2.2.4 The Supplier shall ensure that equipment installation is as non-intrusive and non-invasive as possible, and does not invalidate any vehicle warranty or telematics equipment warranty.
- 3.2.2.5 Where the installation of equipment is unavoidably invasive, and in the instance that the removal of equipment leaves visible drill or screw holes, the Supplier shall ensure that these are filled with blanking grommets or a suitable filling agent, unless otherwise agreed with the Buyer in the Call-Off Contract.
- 3.2.2.6 The Supplier shall return all vehicles to the Buyer without any damage beyond the minimum necessary for the installation or removal of the equipment and with no adverse effect to the vehicle's operational performance.

- 3.2.2.7 Where requested by the Buyer, and when the vehicles are not owned by the Buyer, the Supplier shall work with the Buyer and the vehicle owner (for example a leasing company) to ensure that all necessary permissions are obtained prior to commencement of installation.
- 3.2.2.8 Where vehicles are identified as being not owned by the Buyer, the Supplier shall ensure that all installation and removal of equipment is carried out within the provisions set out by the vehicle owner, for example a leasing or fleet management provider.
- 3.2.2.9 Where installation is required in new vehicles, the Supplier will ensure that it liaises with all relevant parties, including dealerships and vehicle converters, to establish and manage a timely and efficient installation programme in order to meet the vehicle delivery dates specified by the Buyer.
- 3.2.2.10 Where installation is required in the Buyer's existing vehicles, the Supplier shall ensure that it establishes and manages an efficient and timely installation programme which minimises vehicle downtime.
- 3.2.2.11 When requested by the Buyer, the Supplier shall provide a list of all Supplier personnel requiring admission to Buyer premises or any specified third party premises, in advance of the equipment delivery, installation or removal date. This may include any additional information that the Buyer or third party may reasonably require.
- 3.2.2.12 The Supplier shall provide an update on the progress of any installation plan to the Buyer, at the frequency agreed in the Call-Off Contract.
- 3.2.2.13 When requested by the Buyer, the Supplier shall de-activate identified equipment over the air within twenty four (24) hours of the deadline specified.
- 3.2.2.14 The Supplier shall remove decommissioned equipment from vehicles within ten (10) working days of receiving a written request from the Buyer, unless otherwise agreed with the Buyer.
- 3.2.2.15 When requested by the Buyer, the Supplier shall remove any equipment fitted by another supplier.
- 3.2.2.16 When requested by the Buyer, the Supplier shall remove any equipment from a specified vehicle and re-install into another vehicle.
- 3.2.2.17 The Supplier shall maintain a log of all decommissioned and removed equipment linked to the relevant vehicle registration and/or driver.
- 3.2.2.18 The Supplier shall provide the Buyer, at a frequency to be agreed at the point of Call-Off, with a record of all decommissioned or removed equipment including, but not limited to, the date and time of the Buyers requested deadline, the date and time of removal or decommissioning, and the registration of the vehicle.

3.2.3 Warranty and Repair

- 3.2.3.1 The Supplier shall ensure that all equipment is supplied with a manufacturer's warranty for a minimum of twelve (12) consecutive month

period, from the date of installation, unless otherwise agreed with the Buyer in the Call-Off Contract.

- 3.2.3.2 The Supplier shall assist the Buyer in identifying whether in-vehicle devices are faulty, or have been tampered with, disabled or removed. The Supplier shall notify the Buyer in the event that repairs are required as a result of driver error, misuse, or other behaviour.
- 3.2.3.3 If the Parties agree that the Buyer will pay any maintenance or repair costs as a result of driver misuse, then the Supplier must advise the Buyer of the costs as soon as practicable. This must be subject to approval in writing by the Buyer. The Supplier must submit an invoice to the Buyer within twenty-one (21) days of the cost being incurred, unless otherwise agreed with the Buyer.
- 3.2.3.4 The Supplier shall undertake supply chain management throughout the duration of the Framework Contract to ensure that both continuity of supply, and quality services are provided for all Buyers. Suppliers should also refer to Joint Schedule 6 - Key Subcontractors.
- 3.2.3.5 The Supplier shall provide the option for the Buyer to utilise the Supplier's support network for the service, maintenance and repair of their equipment. This will be invoiced on an as and when used basis or as part of a chargeable service provision.

3.3 Telematics data

- 3.3.1 The Supplier shall provide real time data relating to individual drivers and vehicles in accordance with the Buyer's specification.
- 3.3.2 The Supplier shall provide bespoke reporting from data retrieved from the equipment, as specified by the Buyer.
- 3.3.3 The Supplier shall provide the appropriate licensing and software to support data retrieval from equipment.
- 3.3.4 When requested by the Buyer, the Supplier will liaise with the Buyer's key suppliers or any other nominated bodies in order to facilitate the retrieval of data from third party sources.
- 3.3.5 The Supplier acknowledges that Joint Schedule 11 (Processing Data) applies to the processing of personal data under this Framework Contract.
- 3.3.6 The Supplier acknowledges that all data retrieved from the equipment is the property of the Buyer.
- 3.3.7 The Supplier shall not disclose any data to a third party without the prior written consent of the Buyer.
- 3.3.8 The Supplier shall ensure that all data retrieved is held securely for the duration of the Call-Off Contract and provided to the Buyer, or their nominated Supplier, on expiry of the Call-Off Contract.
- 3.3.9 The Supplier shall ensure that a suitable back-up system for data is in place for both data retrieved from equipment and that held within the web-

based portal.

3.4 Web-based portal

- 3.4.1 The Supplier shall supply a web-based portal which will provide the Buyer with access to real time data on the movement of vehicles, drivers and/or assets as specified by the Buyer.
- 3.4.2 The Supplier shall ensure that the web-based portal is secure and encrypted.
- 3.4.3 The Supplier shall grant access rights to the web-based portal to the Buyer's authorised representatives and users with a tiered level of permissions and access, to be determined and agreed with the Buyer.
- 3.4.4 The Supplier shall provide a specified number of user accounts when requested by the Buyer and agreed in the Call-Off Contract.
- 3.4.5 The Supplier shall ensure that the web-based portal is accessible to the Buyer twenty four (24) hours a day, three hundred and sixty five (365) days per year.
- 3.4.6 The Supplier shall ensure that the Buyer is given twenty eight (28) calendar days' notice of any scheduled maintenance which will affect the availability of the web-based portal, or as otherwise agreed with the Buyer in the Call-Off Contract.
- 3.4.7 The Supplier shall ensure that the web-based portal is compatible with Windows and Mac browsers, and will run on handheld iOS and Android devices unless otherwise specified and agreed with the Buyer.
- 3.4.8 The Supplier shall ensure that user accounts are password protected.
- 3.4.9 The Supplier shall ensure that the web-based portal provides the Buyer with access to historical management information relating to the Buyer's vehicles, drivers and/or assets as specified by the Buyer.
- 3.4.10 The Supplier shall ensure that the web-based portal has the functionality for the Buyer to schedule and self-generate reports which can be exported to Excel.

3.5 Managing the Buyer's Account

3.5.1 Contract Management

- 3.5.1.1 The Supplier's Account Manager shall ensure that all relevant documentation relating to the Buyer's telematics operation are maintained and updated at all times.
- 3.5.1.2 The Supplier shall provide a Helpdesk facility for dealing with Buyer's queries, complaints and support needs. Unless agreed with the Buyer, this shall be available from 9am to 5pm, Monday to Friday and exclude bank holidays.
- 3.5.1.3 The Supplier shall ensure that the Helpdesk telephone number is freephone or does not charge users more than a basic rate, local rate or national rate telephone number.

3.5.1.4 The Supplier shall provide an online system for the submission of queries, support requests or complaints outside of the standard hours specified in 3.5.1.2.

3.5.2 Management Information

3.5.2.1 The Supplier shall provide Management Information to Buyers in accordance with the terms in each Call-Off Contract.

3.5.3 Continuous Improvement

3.5.3.1 The Supplier shall ensure that they engage positively with the Buyer for the duration of the Call-Off Contract in order to share lessons learned and identify opportunities to improve and optimise the Buyer's fleet operational activity and risk management, in accordance with Call-Off Schedule 3 (Continuous Improvement).

3.5.3.2 When requested by the Buyer, the Supplier shall liaise with the Buyer's fleet management provider, or any other supplier where required, in order to identify opportunities to improve and optimise the Buyer's fleet operational activity and risk management.

3.5.4 Training

3.5.4.1 The Supplier shall provide training to the Buyer at the Buyer's premises, or an alternative mutually agreed location.

3.6 Legislation and Policy

3.6.1 Legislative Requirements

3.6.1.1 The Supplier shall ensure that all equipment produced and supplied pursuant to this Framework Contract are stamped CE and conform to all applicable EU legislation.

3.6.1.2 The Supplier shall ensure that all data held within the system is held securely and complies with GDPR requirements as set out in Joint Schedule 11 (Processing Data).

3.6.1.3 The Supplier shall ensure that all electrical equipment is disposed of in compliance with the [Waste Electrical and Electronic Deliverables \(WEEE\) Directive 2012/19/EU](#).

3.6.2 Policy Requirements

3.6.2.1 The Supplier acknowledges and agrees that central government Buyers are required to conform to the [Government Buying Standards for Transport \(GBS\)](#) and, as part of this, the Government Fleet Commitment to electrify 25% of in scope vehicles in central government department fleets by 2022. The GBS focus on encouraging the purchasing and leasing of the cleanest vehicles.

3.6.2.2 The Supplier shall assist the Buyer to comply with any new arrangements introduced, if at any point the GBS for Transport and/or Government Fleet Commitment are amended or replaced (whether by enhancement, another agreement or by alternative government arrangements).

- 3.6.2.3 When requested by the Buyer, the Supplier shall conform to the quality management standards such as EFQM and ISO 9000 series, specified as part of the Ordering procedure.

3.6.3 Sustainability

- 3.6.3.1 The Supplier shall support Crown Commercial Service and the Buyer to meet the Government agenda in terms of business sustainability. This requires consideration of commercial needs and the ability to make a positive impact on society and the environment, both locally and globally, as detailed in Joint Schedule 5 (Corporate Social Responsibility).
- 3.6.3.2 The Supplier shall support the Buyer in meeting their obligations to the [Greening Government Commitments](#).

3.6.4 Social Value and Community Benefits

- 3.6.4.1 The Supplier shall comply with the social value or community benefits Deliverables set out in the Call-Off Contract, in order to meet the Buyer's obligations under the Public Services (Social Value Act) 2012 or the Procurement Reform (Scotland) Act 2014. EU procurement law enables the use of public sector contracts to support the delivery of social value and community benefits. Community benefit clauses provide a means of achieving sustainability in public contracts and may include measures such as targeted recruitment and training, small business and social enterprise development, environmental improvement or community engagement.

Desirable Deliverables

3.7 Enhanced Security

- 3.7.1 The Supplier acknowledges and agrees that there may be Buyers involved in law enforcement and covert operations that require a higher level of security in addition to the security requirements detailed in the Core Terms Clauses 14 "Data Protection" and 15 "What you must keep confidential". In order to ensure that the Buyer is not put at risk it is essential that the Supplier and their subcontractors safeguard all information relating to the Buyer's data and operation.
- 3.7.2 The Supplier shall provide a level of security to the Buyer as agreed at the point of call-off. This will include the processes that the Supplier performs directly and those that it subcontracts, so as not to compromise the Buyer's operation. This may include the requirement to keep the Buyer's details anonymous and in some cases adopting a pseudonym for use by the Supplier and their subcontractors.
- 3.7.3 The Supplier shall comply with the Buyer's personnel vetting policy and standard operating procedures.
- 3.7.4 The Supplier shall be expected to provide a list of personnel who will access the Buyer's data and who will communicate with the Buyer's personnel and any other third parties as requested.
- 3.7.5 The Supplier shall notify the Buyer in writing of any changes to the

allocated personnel within the timescales specified by the Buyer in the Call-Off Contract. The new personnel will only be granted access to the Buyer's data and/or vehicles upon vetting clearance from the Buyer.

3.7.6 The Supplier shall ensure that they and all third party repairers, service providers and Suppliers apply adequate and proper security controls and conform to the Buyer's enhanced security requirements when in temporary possession of the Buyer's vehicles and any other asset requiring this level of security.

3.7.7 Where a Buyer has further specific security requirements, they shall be outlined within the Call-Off Contract and the Supplier shall adhere to them.

3.8 Telematics System Integration

3.8.1 The Supplier shall integrate the telematics system with any other connected and non-connected devices or applications identified by the Buyer, in order to assimilate and analyse data in order to meet the Buyer's requirements.

3.8.2 The Supplier shall integrate the telematics system with any identified command and control system in order to support the co-ordination and responses of the emergency or blue light services.

3.8.3 The Supplier shall ensure that the Buyer has the ability to establish the equipment as a wi-fi hotspot, in order to utilise devices in relation to the Emergency Services Mobile Communications Programme (ESMCP), or any other defined requirement under the ESMCP.

3.9 Satellite Navigation

3.9.1 The Supplier shall supply equipment with integrated satellite navigation capability, as requested by the Buyer.

3.10 Asset Tracking

3.10.1 The Supplier shall provide the ability to track assets or Deliverables that are related to the functionality of the vehicle or the operational service that the vehicle delivers.

3.11 Stolen Vehicle Recovery (SVR) and Vehicle Immobilisation

3.11.1 The Supplier shall provide the ability to track and locate vehicles that have been stolen.

3.11.2 The Supplier shall provide the ability to remotely immobilise a vehicle.

3.12 Extended Warranty

3.12.1 The Supplier shall provide the Buyer with extended warranty options for equipment.

3.13 Training

3.13.1 The Supplier shall provide training to the Buyer's workforce in order for the installation of devices to be undertaken by the Buyer, as agreed as part of the Call-Off Contract.

3.14 Geographical Coverage

- 3.14.1 The Supplier shall ensure that the vehicle telematics equipment provides coverage outside of the geographical scope identified in 1.1, as requested by the Buyer.
- 3.14.2 The Supplier shall support the ability to transmit data from the geographical locations specified by the Buyer, which may include utilising a mix of network providers in order to optimise coverage.

3.15 Telematics System Modifications

- 3.15.1 The Supplier shall provide the ability to configure the telematics system to deliver any bespoke requirements identified by the Buyer.

3.16 Consultancy

- 3.16.1 The Supplier shall provide consultancy services to the Buyer when required.

3.17 Gain Share

- 3.17.1 The Supplier acknowledges and agrees that the Buyer may require the implementation of a gain share model to financially incentivise the Supplier to reduce the overall costs of operating their fleet, whilst maintaining or improving their operational performance.
- 3.17.2 The Supplier acknowledges and agrees that the Buyer may require a gain share methodology to be developed and agreed with the Supplier as part of their Call-Off Contract.

3.18 Data Hosting

- 3.18.1 When requested by the Buyer, the Supplier must ensure that the Buyer's telematics data is hosted within the defined geographical area specified by the Buyer. For example, the UK - European Economic Area (EEA), a country deemed adequate by the European Commission, or in the US where covered by Privacy Shield.

4 DELIVERABLES FOR LOT 2

The scope of Lot 2 is outlined in paragraph 2.2. The mandatory Deliverables are described below in sections 4.1 to 4.6 and the desirable Deliverables are described in sections 4.7 to 4.9.

Mandatory Deliverables

4.1 Order and supply of fleet data analysis and risk management software

4.1.1 Terms and conditions of supply

- 4.1.1.1 The Supplier will provide the Buyer with access to the platform software in a timely manner and in accordance with the Call-Off Contract and the requirements notified to the Supplier in the Order.
- 4.1.1.2 The Supplier will support the ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure)).

4.1.2 Orders

- 4.1.2.1 For the avoidance of doubt, each Order survives the expiration or termination of the Framework Contract.
- 4.1.2.2 The Supplier must advise the Buyer on the specification of the platform software so as to ensure that the telematics solution will be suitable for the requirements of the Buyer.
- 4.1.2.3 When requested by the Buyer, the Supplier shall liaise with the Buyer's fleet management provider or any other of the Buyer's suppliers or internal stakeholders where required.

4.2 Fleet data analysis and risk management software platform

- 4.2.1 The Supplier shall provide a telematics software platform that shall enable telematics data from a range of sources to be assimilated into a single data hub for analysis, in order to meet the requirements specified by the Buyer.
- 4.2.2 The Supplier shall ensure that the software solution is device agnostic and is capable of assimilating data from all types of devices and applications.
- 4.2.3 The Supplier shall ensure that the software platform can integrate with non-connected data sources, such as standalone Finance or HR systems, when requested by the Buyer.
- 4.2.4 The Supplier shall provide the functionality to integrate operational processes (such as timesheet verification) in order to optimise the Buyer's service delivery, when requested by the Buyer.

4.3 Telematics data

- 4.3.1 The Supplier shall provide real time data relating to individual drivers, vehicles and any other sources of data in accordance with the Buyer's

specification.

- 4.3.2 The Supplier shall provide bespoke reporting from data retrieved as specified by the Buyer.
- 4.3.3 The Supplier shall provide the appropriate licensing and software to support data retrieval and management.
- 4.3.4 When requested by the Buyer, the Supplier will liaise with the Buyer's key suppliers or any other nominated bodies in order to facilitate the retrieval of data from third party sources.
- 4.3.5 The Supplier acknowledges that Joint Schedule 11 (Processing Data) applies to the processing of personal data under this Framework Contract.
- 4.3.6 The Supplier acknowledges that all data retrieved from the Deliverables and third party sources is the property of the Buyer.
- 4.3.7 The Supplier shall not disclose any data to any third party without the prior written consent of the Buyer.
- 4.3.8 The Supplier shall ensure that all data retrieved is held securely under the terms of the Call-Off Contract and provided to the Buyer, or their nominated supplier, on expiry of the Call-Off Contract.
- 4.3.9 The Supplier shall ensure that a suitable back-up system for data is in place for both data retrieved from equipment and that held within the web-based portal.

4.4 Web-based portal

- 4.4.1 The Supplier shall provide a web-based portal to the Buyer which will provide the Buyer with access to a range of connected and non-connected real time and static data streams, as specified by the Buyer.
- 4.4.2 The Supplier shall ensure that the web-based portal is secure and encrypted.
- 4.4.3 The Supplier shall grant access rights to the web-based portal to the Buyer's representatives and users with a tiered level of permissions and access, to be determined and agreed with the Buyer.
- 4.4.4 The Supplier shall provide a specified number of user accounts when requested by the Buyer and agreed in the Call-Off Contract.
- 4.4.5 The Supplier shall ensure that the web-based portal is accessible to the Buyer twenty four (24) hours a day, three hundred and sixty five (365) days per year.
- 4.4.6 The Supplier shall ensure that the Buyer is given twenty eight (28) calendar days' notice of any scheduled maintenance which will affect the availability of the web-based portal, or as otherwise agreed with the Buyer at Call-off.
- 4.4.7 The Supplier shall ensure that the web-based portal is compatible with Windows and Mac browsers, and will run on handheld iOS and Android

devices unless otherwise specified and agreed with the Buyer.

4.4.8 The Supplier shall ensure that user accounts can be password protected.

4.4.9 The Supplier shall ensure that the web-based portal provides the Buyer with access to historical Management Information relating to the Buyer's vehicles, drivers and/or assets as specified by the Buyer.

4.4.10 The Supplier shall ensure that the web-based portal has the functionality for the Buyer to schedule and self-generate reports which can be exported to Excel.

4.5 Managing the Buyer's Account

4.5.1 Contract Management

4.5.1.1 The Supplier's Account Manager shall ensure that all relevant documentation relating to the Buyer's telematics operation are maintained and updated at all times.

4.5.1.2 The Supplier shall provide a Helpdesk facility for dealing with Buyer's queries, complaints or support needs. Unless agreed with the Buyer, this shall be available from 9am to 5pm, Monday to Friday and exclude bank holidays.

4.5.1.3 The Supplier shall ensure that the Helpdesk telephone number is freephone or does not charge users more than a basic rate, local rate or national rate telephone number.

4.5.1.4 The Supplier shall provide a web based system for the submission of queries, support requests or complaints outside of the standard hours specified in 4.5.1.2.

4.5.2 Management Information

4.5.2.1 The Supplier shall provide Management Information reports to the Buyer in order to meet the Buyer's specified requirements.

4.5.3 Continuous Improvement

4.5.3.1 The Supplier shall ensure that they engage positively with the Buyer for the duration of the Call-Off Contract in order to share lessons learned and identify opportunities to improve and optimise the Buyer's fleet operational activity and risk management, in accordance with Call-Off Schedule 3 (Continuous Improvement).

4.5.3.2 When requested by the Buyer, the Supplier shall liaise with the Buyer's fleet management provider, or any other supplier where required, in order to identify opportunities to improve and optimise the Buyer's fleet operational activity.

4.5.4 Training

4.5.4.1 The Supplier shall provide training to the Buyer at the Buyer's premises, or an alternative mutually agreed location.

4.6 Legislation and Policy

4.6.1 Legislative Requirements

- 4.6.1.1 The Supplier shall ensure that all data held within the system is held securely and complies with GDPR requirements as set out in Joint Schedule 11 (Processing Data).

4.6.2 Policy Requirements

- 4.6.2.1 The Supplier acknowledges and agrees that central government Buyers are required to conform to the [GBS for Transport](#) and, as part of this, the Government Fleet Commitment to electrify 25% of in scope vehicles in central government department fleets by 2022. The GBS focus on encouraging the purchasing and leasing of the cleanest vehicles.
- 4.6.2.2 The Supplier shall assist the Buyer to comply with any new arrangements introduced, if at any point the GBS for Transport and/or Government Fleet Commitment are amended or replaced (whether by enhancement, another agreement or by alternative government arrangements).
- 4.6.2.3 When requested by the Buyer, the Supplier shall conform to the quality management standards such as EFQM and ISO 9000 series, specified as part of the Ordering procedure.

4.6.3 Sustainability

- 4.6.3.1 The Supplier shall support CCS and the Buyer to meet the Government agenda in terms of business sustainability, which requires consideration of commercial needs and making a positive impact on society and the environment, both locally and globally, as detailed in Joint Schedule 5 (Corporate Social Responsibility).
- 4.6.3.2 The Supplier shall support the Buyer in meeting their obligations to the [Greening Government Commitments](#).

4.6.4 Social Value and Community Benefits

- 4.6.4.1 The Supplier shall comply with the social value or community benefits Deliverables set out in the Call-Off Contract, in order to meet the Buyer's obligations under the Public Services (Social Value Act) 2012 or the Procurement Reform (Scotland) Act 2014. EU procurement law enables the use of public sector contracts to support the delivery of social value and community benefits. Community benefit clauses provide a means of achieving sustainability in public contracts and may include measures such as targeted recruitment and training, small business and social enterprise development, environmental improvement or community engagement.

Desirable Deliverables

4.7 Enhanced Security

- 4.7.1 The Supplier acknowledges and agrees that there may be Buyers involved in law enforcement and covert operations that require a higher level of security in addition to the security requirements detailed in the Core Terms Clauses 14 "Data Protection" and 15 "What you must keep

confidential". In order to ensure that the Buyer is not put at risk it is essential that the Supplier and their subcontractors safeguard all information relating to the Buyer's data and operation.

- 4.7.2 The Supplier and their subcontractors shall provide a higher level of security, as agreed with the Buyer, throughout the processes they perform directly and those that they subcontract so as not to compromise the Buyer's operation. This may include the requirement to keep the Buyer's details anonymous and in some cases adopting a pseudonym for use by the Supplier and their subcontractors.
- 4.7.3 The Supplier shall comply with the Buyer's personnel vetting policy and standard operating procedures.
- 4.7.4 The Supplier shall be expected to provide a list of personnel who will access the Buyer's data and who will communicate with the Buyer's personnel and any other third parties as requested.
- 4.7.5 The Supplier shall notify the Buyer in writing of any changes to the allocated personnel within 5 working days and the new personnel will only be granted access to the Buyer's data upon vetting clearance from the Buyer.
- 4.7.6 Where a Buyer has further specific security requirements, they shall be outlined within the Call-Off Contract and the Supplier shall adhere to them.

4.8 Consultancy

- 4.8.1 The Supplier shall provide consultancy services to the Buyer when required.

4.9 Gain Share

- 4.9.1 The Supplier acknowledges and agrees that the Buyer may require the implementation of a gain share model to financially incentivise the Supplier to reduce the overall costs of operating their fleet, whilst maintaining or improving their operational performance.
- 4.9.2 The Supplier acknowledges and agrees that the Buyer may require a gain share methodology to be developed and agreed with the Supplier as part of their Call-Off Contract.