**Framework Schedule 1 (Specification)**

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

# 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.

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# Scope of the Framework Contract

* 1. The scope of the Framework Contract covers the United Kingdom of Great Britain and Northern Ireland (“UK”), including British Overseas Territories and Crown Dependencies and other overseas locations.
  2. Suppliers appointed to the Framework Contract will be responsible for the provision of:

1. Supply only;
2. Supply, fit and management of tyres and associated products and services to Blue Light (Emergency Services) Buyers for Lot 1;
3. Supply, fit and management of tyres and associated products and services for Lot 2;
4. Supply, fit and repair of glass and associated products and Services for Lot 3. The list published in section VI.3 of the Contract notice provides the Crown Bodies and other Buyers who will be able to access the Deliverables pursuant to this Framework Contract;
5. Lot 4 Supply of vehicle telematics hardware, software and associated products.
   1. The Supplier will be required to provide Deliverables to Buyers including but not limited to:
6. taking orders for the Deliverables from Buyers in respect of the relevant Lot;
7. undertaking the installation of the Deliverables ordered by Buyers in respect of the relevant Lot;
8. provision of goods, services, maintenance and repairs as detailed in this Specification;
9. undertaking any payment and invoicing requirements;
10. providing a support function to deal with Buyer enquiries and issues;
11. complying with any Performance Indicators, service levels and any reporting requirements;
12. providing account management to manage the relationship between the Supplier and Buyer under the Call-Off Contract.
    1. The Framework Contract will be managed centrally by CCS and Call-Off Contracts will be managed locally by individual Buyers or by an appointed third party acting on behalf of the Buyer.
    2. Mandatory Deliverables means that the deliverable stated in that paragraph is a mandatory requirement that Suppliers will be expected to fulfil as part of the Framework Contract for Lots 1 to 4.
    3. Desirable Deliverables means that the deliverable stated in that paragraph is a desirable requirement that Suppliers may be expected to fulfil, but it is not a mandatory requirement as part of the Framework Contract.

# Lot Structure

* 1. The Framework Contract consists of four (4) Lots. The table in paragraph 2.2 below summarises the scope of the Deliverables available under each Lot.
  2. A summary of the Lot structure is set out in the table below:

|  |  |
| --- | --- |
| **Lot** | **Description of service** |
| Lot 1 | **Supply and fit of tyres and associated products and services for Blue Light (emergency services) Buyers.**  This is a single supplier lot, for UK nationwide coverage for the supply, fit and management of tyres and associated products and services to individual Blue Light Buyers. The Supplier is required to supply a full range of commercially available tyres (including Homologated tyres) required by Blue Light Buyers, as well as associated products and services such as the maintenance and replacement of tyre valves.  Requirements for tyres under this lot are critical to the challenging operational requirements of blue light services and, as such, these tyres should be able to meet the needs and demands necessary.  Premium tyres are designed and manufactured using only high-quality materials and manufacturing techniques and processes. They are subjected to rigorous testing to ensure that their performance, durability and safety characteristics represent the best that the market can provide. Premium tyres will also offer market leading fuel efficiency and dynamic driving capabilities that meet the demanding expectations of the emergency services. Premium tyres will often be the tyre originally chosen and fitted to a vehicle by the manufacturer after conducting extensive testing to ensure that vehicle handling, braking, noise and wear characteristics are optimised. For avoidance of doubt, this would include, but not limited to:   * Ensuring durability: Constructed with high-quality materials to withstand blue light use. * Enhanced traction: Advanced tread design for superior grip and handling in various weather conditions, ensuring safety. * Fuel Efficiency: Low rolling resistance to enhance fuel economy where possible. * Maximising Safety: Enhanced wet and dry grip to reduce stopping distances and improve control during braking.   The Supplier will offer a range of fitting services to suit the Buyer’s requirements including at their own network of depots, mobile fitting and a 24/7 emergency call out service.  The Supplier may offer additional ancillary products and services including but not limited to items such as wiper blades, bulbs and vehicle servicing. |
| Lot 2 | **Supply, fit and management of tyres and associated products and services.**  Suppliers appointed to this lot will supply, fit, repair and provide management of tyres and associated products and services on a regional or national basis. Suppliers are required to supply a range of commercially available tyres required by public sector Buyers.  Suppliers may offer tyre management solutions to the Buyer on a contracted or non-contracted basis. This may include, but is not limited to Pay As You Go Contracts and Fixed Cost Contracts (for example Pence per Kilometre (PPK) or Pence per Vehicle (PPV)).  The Supplier may offer additional ancillary products and services including but not limited to items such as wiper blades, bulbs and vehicle servicing. |
| Lot 3 | **Supply, fit and repair of Glass and associated products and services**  Suppliers appointed to this lot will supply, fit and repair glass and provide associated services and products on a regional or national basis. For the avoidance of doubt, this may include any glass product which can be fitted to a vehicle, including but not limited to windscreens, rear windscreens, and side windows. The Suppliers may also supply complementary services including, but not limited to, minor bodywork repairs. |
| Lot 4 | **Supply of vehicle telematics hardware, software and associated products**  Suppliers on this lot will provide vehicle telematics hardware and software solutions for lease, hire or outright purchase. Suppliers may offer supply only and supply and fit solutions which may include the provision of products and services such as:   * telematics data extraction solutions including but not limited to OBD, CANbus and plug in devices and smartphone solutions * in-cab devices such as monitors, cameras and dashcams * external cameras and CCTV * asset and vehicle tracking * route planning * event video recorders and Incident Data Recorders * solutions for specialist and heavy vehicles, such as waste management or winter maintenance solutions * fleet management optimisation * job management optimisation * driver and risk management solutions such as driver ID and driver benchmarking * products or services related to the delivery of covert operations and/or blue light related fleet and incident management * any other innovative, associated products and services which develop in an evolving market and support the delivery and deployment of an effective telematics system   Buyers may:   1. hire or lease devices, which typically includes the supply, installation and maintenance of the data recording device and equipment plus a service charge for the associated products and services required by the Buyer as specified in their Call-Off Contract 2. outright purchase devices with or without installation. Buyers may also include any additional service provision they require (for example a data extraction, management and storage service wrap), which will be specified by the Buyer in their Call-Off Contract 3. buy software services to optimise fleet, driver and risk management as specified by the Buyer in their Call-Off Contract |

# Deliverables for Lot 1

The scope of Lot 1 is outlined in paragraph 1.1 to 1.6. The mandatory Deliverables are described below in paragraphs 3.1 to 3.15 and the desirable Deliverables are described in paragraphs 3.16 to 3.19.

**Mandatory Deliverables**

* 1. **Provision of Tyres and associated products and services** 
     1. The Supplier will provide a range of goods and services, and consistently deliver a quality service, to meet the Buyer’s requirements. The Supplier will provide:
* tyres on a supply only basis;
* tyres on a supply and fit basis;
* associated services and products in relation to the fitting and ongoing maintenance of a tyre as specified in paragraph 3.1.3;
* tyre emergency breakdown services as specified in paragraph 3.5.
  + 1. The Supplier will provide any commercially available tyre solution that is suitable to be fitted to the Buyer’s vehicle or equipment. This may include, but is not limited to:
* Motorcycles;
* passenger vehicles;
* 4x4’s (on and off road);
* Light Commercial Vehicles (LCVs);
* mini buses, coaches and buses;
* Large Goods Vehicles (LGVs) and Heavy Goods Vehicles (HGVs);
* agrarian vehicles;
* quad bikes;
* trailers.
  + 1. The Supplier will provide a range of associated products and services to the Buyer which may include, but is not limited to:
* maintenance and replacement of tyre valves;
* wheel balancing;
* wheel and axle alignment check and adjustment;
* repair of tyres;
* turn on the rim and twinning;
* fitting of high pressure valves, caps and extensions;
* Run flat safety band, such as Tyron, fitting and checks;
* puncture repairs;
* Re-grooving.
  + 1. The Supplier will ensure that all deliverables provided comply with all applicable legislative and regulatory standards.
    2. The Supplier will ensure that all tyres supplied are new and have not previously been fitted to any vehicle unless otherwise requested by the Buyer.
    3. The Supplier will ensure that all tyres are free from defects and fit for the purpose for which they are supplied.
    4. The Supplier will ensure that the tread depth of tyres supplied to the Buyer comply with the UK legal limit as a minimum, or the Buyer’s tyre policy when specified and requested by the Buyer.
    5. The Supplier will reset and ensure that the Tyre Pressure Monitoring System (TPMS) is fully functioning following the fitting of a tyre.
    6. The Supplier will ensure that any locking wheel nut adaptors are returned to the Buyers vehicle upon completion.
    7. The Supplier will ensure that all staff involved in the provision of Deliverables have the appropriate skills, experience and qualifications.
    8. The Supplier shall ensure that any wheel nuts/bolts are refitted and tightened to a specific torque setting recommended by the manufacturer using a calibrated torque wrench. The Supplier shall ensure the wheel is checked for a second time after a road test or 30-minutes standing time, whichever is most practical.
  1. **Provision of Tyres and Associated Products on a Supply Only basis**
     1. The Supplier will provide tyres and associated products on a supply only basis to any location in the UK requested by the Buyer.
     2. The Supplier will provide tyres and associated products within 24 hours of receipt of the Buyer’s Order unless otherwise requested or agreed.
     3. The Supplier will maintain the capability to supply tyres and associated products to the Buyer’s premises 24 hours a day, 7 days a week including public and bank holidays unless otherwise agreed with the Buyer. A list of Buyer’s premises are provided in Annex A.
     4. The Supplier will inform the Buyer of any potential circumstances which may affect the Supplier’s (or Sub-Contractor’s) vehicle arriving within the time allocated.
  2. **Provision of Tyres goods and services at the Supplier’s Depots**
     1. The Supplier will provide goods and services through a network of depots accessible to the Buyer across the UK.
     2. The Supplier will ensure the depots are located throughout the UK and are within 35 miles travelling distance from all UK Motorways and/or major ‘A’ Roads. The Supplier will also ensure the depots are located within a 3 mile radius of specified Scottish locations unless otherwise agreed with the Buyer. A list of Buyer’s premises are provided in Annex A.
     3. The Supplier will maintain the capability to provide services from their depots between 08:30 and 17:00 hours Monday to Friday and 08:30 and 12:00 on Saturday including bank holidays, unless otherwise agreed with the Buyer.
     4. The Supplier will ensure that they start fitment of tyres and/ or associated products within 15 minutes of any appointment time provided to the Buyer or the Buyer’s vehicle arriving at the Supplier’s depot.
     5. Where no prior appointment has been made, the Supplier will ensure that they start the fitment of tyres and/ or associated products within 30 minutes of the Buyer’s vehicle arriving at the Supplier’s depot.
     6. Where an appointment has been made, the Supplier will endeavour to accommodate the Buyer when notified of any circumstances of a possible delay of the vehicle arriving at the Supplier’s depot.
     7. The Supplier will provide tyres that meet the criteria of vehicle detailed in the mandatory deliverables.
  3. **Mobile Fitting Services**
     1. The Supplier will provide a mobile tyre fitting service to the Buyer at:
        1. any of the Buyer’s premises;
        2. any other location specified by the Buyer throughout the UK, excluding Scotland.
     2. For avoidance of doubt and for the purposes of this Framework contract, mobile tyre fitting services
        1. require appointments to be pre-booked by the Buyer;
        2. have not been identified by the Buyer, or the Supplier, as requiring an emergency response.
     3. The Supplier will maintain the capability to provide a mobile fitting service 24 hours a day, 7 days a week including public and bank holidays unless otherwise agreed with the Buyer.
     4. The Supplier will ensure that they start the fitment of tyres and/ or associated products within 30 minutes of any appointment time made unless otherwise agreed with the Buyer.
     5. The Supplier will ensure the name of the fitting operative, contact telephone number and vehicle registration number are provided to the Buyer at least 24 hours prior to the agreed appointment time allocated to the Buyer, unless otherwise agreed with the Buyer.
     6. The Supplier will provide tyres to fit wheels of up to 20 inches in rim diameter.
     7. The Supplier will inform the Buyer of any potential circumstances which may affect the Supplier’s vehicle arriving within the time allocated.
  4. **Tyre Emergency Call Out Service**
     1. The Supplier will provide a tyre emergency call out service, including a dedicated Customer Service facility, 24 hours a day, 365 days a year (366 days in a leap year).
     2. For avoidance of doubt and for the purposes of this Framework contract, the emergency call out services:
        1. are responsive and ad-hoc and cannot be pre-booked;
        2. requires a response within 90 minutes;
        3. includes where the Buyer deems themselves to be in an emergency or vulnerable situation which (for example a tyre related breakdown on the side of a motorway).
     3. The Supplier will ensure a customer service facility. If using a helpdesk telephone system, the number is freephone or does not charge users more than a basic rate, local rate or national rate telephone number and will not route to an answer machine.
     4. The Supplier will provide the appropriate guidance to enable the Buyer to access the tyre emergency call out service.
     5. The Supplier will ensure that any emergency call out service responds within 90 minutes from the initial call to vehicle arrival, unless otherwise advised to and agreed with the Buyer.
     6. The Supplier will prioritise tyre emergency breakdown service calls from drivers who identify themselves to the call handler as being vulnerable and/ or in a high risk situation and will aim to arrive within 60 minutes from the initial call to vehicle arrival.
     7. The Supplier will provide a unique reference number for each call out request which will be quoted in all communications with the Buyer.
     8. The Supplier will ensure that the call out service vehicle is dispatched with the relevant stock of tyres.
  5. **Homologation**
     1. The Supplier will ensure all tyres supplied and fitted will meet the specification required for Homologated use on the vehicles identified by the Buyer. The Buyer will provide the Supplier with all relevant information regarding their Homologation requirements at the point of Call-Off.
     2. The Supplier will ensure that when a tyre is supplied and fitted which is not Homologated for that particular vehicle for Original Equipment Manufacturer (OEM) fitment, the Supplier will advise the Buyer and either seek to gain Homologation at the Buyer’s request or warrant in writing that the recommended tyre for the Buyer’s vehicle is suitable for fitment and the intended use.
     3. The Supplier will seek Homologation for a tyre and use their supply chain to achieve Homologation for the recommended tyre when requested by the Buyer. The Supplier will submit the recommended tyre for testing with the vehicle manufacturer, at the Supplier’s expense.
     4. The Supplier will work collaboratively with the Buyer, vehicle manufacturers and vehicle suppliers to support the development and Homologation of new tyres to be supplied under the Framework Contract to the Buyer.
  6. **Tyre Valves**
     1. The Supplier will replace or repair all of the tyre valves when required.
     2. The Supplier will ensure the tyre valves provided comply with the original manufacturer specification for the tyres.
     3. When requested by the Buyer, the Supplier will ensure that whenever tyres are changed on TPMS fitted wheels that the sealing and fixing components are replaced, which will prolong the life of the valve components.
  7. **Tyre Hotel Storage Facility**
     1. The Supplier will provide a tyre hotel storage facility when requested by the Buyer.
     2. The Supplier will provide access to a tyre hotel storage facility to store the tyres via a drive-in facility.
     3. The Supplier will provide the option to collect the tyres from the Buyer’s premises to be taken to the storage facility.
     4. The Supplier will be fully liable for the condition of the tyres when they are being held in the storage facility.
     5. The Supplier will change the Buyer’s current tyres to the required tyres, for example, summer tyres to winter tyres or vice versa within 60 minutes per vehicle.
     6. The Supplier will ensure when removing the Buyer’s tyres that they are securely labelled with the vehicle registration number, which axle the tyre has been removed from and the date removal took place.
     7. The Supplier will ensure that tyres are free from defects and damage and are roadworthy prior to being refitted.
     8. The Supplier will ensure that all tyres have a minimum tread depth of 3mm prior to being refitted, unless otherwise advised and agreed with the Buyer in line with their Tyre Policy.
     9. The Supplier will advise the Buyer if a tyre is damaged or not roadworthy and requires replacement or repair.
  8. **Stockholding**
     1. The Supplier will determine the Buyer’s tyre and stockholding requirements at the point of Call-Off.
     2. The Supplier will provide consignment stocks to the Buyer’s premises when requested by the Buyer.
     3. The Supplier will undertake stock and volume reviews at a frequency agreed with the Buyer.
     4. The Supplier will comply with the Buyer’s stockholding requirements.
     5. The Supplier will ensure that any agreed stock levels are maintained at nominated premises.
  9. **Tyre Changeover Service for new vehicles**
     1. When requested by the Buyer, the Supplier will undertake a full change of tyres on new vehicles supplied to the Buyer. This occurs when new vehicles supplied to the Buyer are fitted with tyres that do not meet the Buyer’s tyre policy. For avoidance of doubt, the original tyres supplied with the new vehicle will have minimum wear from pre-delivery activities only (for example, Pre-delivery Inspection (PDI)).
     2. The Supplier acknowledges and agrees that the changeover service will include, but is not limited to, removing the tyres previously fitted on to the new vehicle, fitting replacement tyres which meet the Buyer's specification in line with paragraphs 3.1.3 to 3.1.11, wheel balancing and disposing of the surplus tyres through their supply chain.
     3. The Supplier acknowledges that the only charge to the Buyer will be for the fitting of the tyres, valves and wheel balancing.
     4. For the avoidance of doubt, the proceeds from the resale of the tyres removed from the new vehicles will be retained by the Supplier.
  10. **Tyre Disposal and Casing Credits**
      1. The Supplier will ensure that used tyres are treated as controlled waste and are subject to all current environmental regulations.
      2. The Supplier will use registered waste carriers and registered tyre processors for the collection and disposal of used tyres.
      3. The Supplier will provide a tyre disposal service for all used tyres.
      4. The Supplier will ensure that they comply with all legislation regarding the transfer of waste, including the completion of any required Waste Transfer documentation.
      5. The Supplier will refund any casing credits to the Buyer via an agreed method.
      6. The Supplier will demonstrate how tyres will be disposed of in line with environmental regulations and how legislation will be met in regards to the transfer of waste including but not limited to innovative solutions when requested by the Buyer.
  11. **Order and supply of Tyres products and services**
      1. **Terms and conditions of supply**
         1. The Supplier will provide the Deliverables to the Buyer in a timely manner and in accordance with the Order and Call-Off Contract.
         2. The Supplier will support the Ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure).
      2. **Orders**
         1. For the avoidance of doubt, the Supplier acknowledges that each Order and Call-Off Contract survives the expiration or termination of the Framework Contract.
         2. When requested by the Buyer, the Supplier will liaise with the Buyer’s fleet management provider or any of the Buyer’s suppliers or internal stakeholders where required.
         3. The Supplier will accept Orders for individual tyres or associated products and services.
         4. The Supplier will be capable of accepting Orders for individual tyres and/or associated products and services: -
* by telephone;
* by email;
* using the Supplier’s online ordering system with real time stock level data, or:
* at the Supplier’s depot.
  + - 1. When requested by the Buyer, the Supplier will integrate with the Buyer’s online ordering system. For avoidance of doubt, this requirement will be identified to the supplier and agreed between both parties at the point of Call-off.
      2. Prior to placing an Order, the Supplier will ensure that a full list of all charges relevant to the Buyer’s requirement is made available.
      3. The Supplier will identify and notify which classes of tyres and associated services are within or out of scope of the Buyer’s Tyre Policy when requested by the Buyer.
      4. The Supplier will seek approval from the Buyer prior to fitment or delivery if they are required to offer substitute goods and/ or services due to unavailability.
      5. The Supplier will ensure that any substitute tyre meets or exceeds the original requirement in terms of tyre specification or performance (for example: load or speed rating) at no additional cost to the Buyer either as a permanent replacement or for the period where the original requirement is unavailable.
      6. When requested by the Buyer, and seen to be beneficial to the parties to facilitate the ordering process, the Supplier will undertake training from the Buyer on the use of their ordering systems.
  1. **Managing the Buyer’s Account**
     1. **Contract Management**
        1. The Supplier will create a profile based on the needs of each individual Buyers at the point of entering into a Call-off contract. This may include, but is not limited to:
* supply preference;
* tyre requirements;

# replacement policy;

# stockholding requirements.

* + - 1. The Supplier will ensure that all relevant documentation relating to the Buyer’s tyres operation is maintained and updated at all times.
      2. The Supplier will provide a Customer Service facility in accordance with the Buyers requirements for dealing with Buyer’s queries on Orders placed, complaints or support needs, including technical support. Unless agreed with the Buyer, this will be available from 8am to 6pm, Monday to Friday and include public and bank holidays.
      3. The Supplier will ensure that where there is a Helpdesk telephone number, that it is Freephone or does not charge users more than a basic rate, local rate or national rate telephone number.
      4. The Supplier will ensure that all Supplier Staff appointed to the Customer Service facility have the relevant skills in customer relations, and have received training to address the requirements of Buyers with specific needs.
      5. The Supplier will provide an appropriate level of resource in order to consistently deliver a quality service to the Buyer, ensuring Good Industry Practice is adhered to.
      6. The Supplier will ensure that all Supplier Staff appointed to the Customer Service facility have the appropriate security clearance to work on the Buyer’s account as detailed in the [National Security Vetting: Clearance Levels](https://www.gov.uk/government/publications/united-kingdom-security-vetting-clearance-levels/national-security-vetting-clearance-levels)
      7. The Supplier will provide online operating guidance, as well as a generic frequently asked questions/ information page, to support the completion of Orders from the framework start date. The Supplier will ensure that this information is made available to Buyers at the point of Call-Off.
      8. The Supplier will operate and maintain a clearly defined process for the management and resolution of enquiries and complaints received from the Buyer.
    1. **Management Information** 
       1. The Supplier will provide Management Information reports via an electronic solution (for example online or email in spreadsheet format) at a frequency requested by the Buyer. This may include but is not limited to:
* total Order value and volumes;
* specification of tyres supplied including tyre size, wheel rim, speed rating;
* pattern name;
* delivery date;
* response times;
* Tyre defects – detailing each tyre replaced, the condition of the tyre and the reason for the replacement;
* Tyre emergency breakdown service requests;
* associated products and services, as detailed in paragraph 3.1.3;
  + - 1. The Supplier will be responsible for the integrity of the data at all times.
    1. **Training**
       1. The Supplier will provide training to the Buyer at the Buyer’s premises, or an alternative mutually agreed location.
  1. **Enhanced Security**
     1. The Supplier will comply with the Buyer’s security policy including the prohibition of unauthorised photography.
     2. The Supplier will ensure that Supplier Staff requiring unescorted access to the Buyer’s premises or access to sensitive material/ systems will be vetted in accordance with the Buyer’s personnel vetting procedures. The Buyer reserves the right to decline security clearance for any member of the Supplier Staff.
     3. The Supplier will ensure the name of the delivery driver, contact telephone number and vehicle registration number are provided to the Buyer at least 24 hours prior to the agreed time for delivery, unless otherwise agreed with the Buyer.
     4. The Supplier will ensure no photography of any item or premises visited will be taken and published or circulated; unless permission is granted by the Buyer.
     5. The Supplier will ensure that the list of security-cleared staff is constantly monitored and kept up-to-date.
     6. The Supplier will provide the Buyer upon request, copies of its written security procedures and will allow the Buyer an opportunity to inspect its physical security arrangements.
  2. **Legislation and Policy**
     1. **Tyre Labelling**
        1. The Supplier will meet all labelling requirements as laid down in European Tyre Labelling Regulation EU 2020/740 or any future applicable legislation.

**Desirable Deliverables**

* 1. **Mobile Fitting Services**
     1. The Supplier will maintain the capability to provide a mobile fitting service in Scotland 24 hours a day, 7 days a week including public and bank holidays unless otherwise agreed with the Buyer.
  2. **Provision of Tyres and associated products and services** 
     1. The Supplier shall provide a weighing service for all vehicles. The weighing service is required after a vehicle is converted, when changes to the vehicle or appliance is made or when the current tyres are no longer available. The Supplier will provide a report is provided to the Buyer after the weighing has taken place and includes the following elements, but not limited to:
     2. Vehicle details for example make, model and body type;
     3. Tyre specification;
     4. Cold tyre pressures suggestion;
     5. Gross Vehicle Weight (GVW) of the vehicle or appliance including axle weights, totals, heaviest corner load and plated axle weight.

* 1. **Provision of ancillary products and services**
     1. The Supplier will ensure that all staff involved in the provision of Deliverables have the appropriate skills, experience and qualifications.
     2. The Supplier may provide ancillary products and services to the Buyer without the purchase of a tyre.
     3. The Supplier may offer a range of products and services which support ad-hoc or planned maintenance activities and enable the Buyer’s vehicles to remain roadworthy, maintain driver comfort and meet utilisation requirements. These items may include, but are not limited to:
* wiper blade replacement and fitting;
* bulb replacement and fitting;
* exhaust repair or replacement;
* battery replacements;
* oil and/ or filter changes;
* fuse replacement;
* charging cable replacement;
* replacement number plates;
* replacement mirror glass;
* fitting of dog guards;
* fitting of roof bars, boxes, tow bars, bike racks or trailers;
* air conditioning recharge.
  + 1. The Supplier may offer services which enable the Buyers vehicles to ensure that the vehicle is working at an optimal level and meets legislative and/or manufacturer requirements. These services may include, but are not limited to:
* vehicle servicing;
* vehicle health checks;
* MOTs;
* tyre tread checks;
* diagnostic checks and services.
  + 1. The Supplier will provide a catalogue and/or price list of available ancillary products and services when requested by Buyer.
  1. **Consultancy**
     1. The Supplier will provide consultancy services to the Buyer when required in order to develop their tyre policy or for other continuous improvement activities.

# Deliverables for Lot 2

The scope of Lot 2 is outlined in paragraphs 1.1 to 1.6. The mandatory Deliverables are described below in paragraphs 4.1 to 4.8 and the desirable Deliverables are described in paragraphs 4.9 to 4.21.

**Mandatory Deliverables**

* 1. **Provision of Tyres and associated products and services** 
     1. The Supplier will provide a range of goods and services to meet the Buyer’s requirements. When requested by the Buyer, the Supplier will provide:
* tyres on a supply only basis;
* tyres on a supply and fit basis;
* associated services and products in relation to the fitting and ongoing maintenance of a tyre as specified in paragraph 4.1.3.
  + 1. The Supplier will provide any commercially available tyre solution that is suitable to be fitted to the Buyer’s vehicle or equipment. This may include, but is not limited to:
* Motorcycles;
* passenger vehicles;
* Light Commercial Vehicles (LCVs);
* mini-buses, coaches and buses;
* streetscene vehicles;
* off road vehicles;
* plant equipment;
* grounds maintenance and agricultural equipment and vehicles;
* Large Goods Vehicles (LGVs) and Heavy Goods Vehicles (HGVs) such as luton vans, box vans, tippers and any other commercial vehicles over 3.5 tonnes.
  + 1. The Supplier will provide a range of associated products and services to the Buyer which may include, but are not limited to:
* maintenance and replacement of tyre valves;
* wheel balancing;
* wheel and axle alignment check and adjustment;
* repair of tyres;
* turn on the rim and twinning;
* fitting of high pressure valves, caps and extensions;
* Run flat safety band, such as Tyron, fitting and checks;
* puncture repairs;
* Re-grooving.
  + 1. The Supplier will ensure that all deliverables provided comply with all applicable legislative and regulatory standards.
    2. The Supplier will ensure that all tyres supplied are new and have not previously been fitted to any vehicle unless otherwise requested by the Buyer.
    3. The Supplier will ensure that all tyres are free from defects and fit for the purpose for which they are supplied.
    4. The Supplier will ensure that the tread depth of tyres supplied to the Buyer comply with the UK legal limit as a minimum, or the Buyer’s tyre policy when specified and requested by the Buyer.
    5. The Supplier will reset and ensure Tyre Pressure Monitoring System (TPMS) is fully functioning following the fitting of a tyre.
    6. When requested by the Buyer, the Supplier will ensure that whenever tyres are changed on TPMS fitted wheels that the sealing and fixing components are replaced, which will prolong the life of the valve components.
    7. The Supplier will ensure that any locking wheel nut adaptors are returned to the Buyers vehicle upon completion of any works.
    8. The Supplier shall ensure that any wheel nuts/bolts are refitted and tightened to a specific torque setting recommended by the manufacturer using a calibrated torque wrench. The Supplier shall ensure the wheel is checked for a second time after a road test or 30-minutes standing time, whichever is most practical.
    9. The Supplier will ensure that all staff involved in the provision of Deliverables have the appropriate skills, experience and qualifications.
  1. **Provision of Tyres and Associate Products on a Supply Only Basis**
     1. The Supplier will provide tyres and associated products on a supply only basis to any location in the UK requested by the Buyer.
     2. The Supplier will provide tyres and associated products within 24 hours of receipt of the Buyer’s Order unless otherwise requested or agreed.
     3. The Supplier will maintain the capability to supply tyres and associated products to the Buyer’s premises between 08:30 and 17:00, 7 days a week including public and bank holidays, unless otherwise agreed with the Buyer.
  2. **Mobile Fitting Services**
     1. The Supplier will provide a mobile tyre fitting service to the Buyer at:
        1. any of the Buyer’s premises;
        2. any other location specified by the Buyer throughout the UK.
     2. For avoidance of doubt and for the purposes of this Framework contract, mobile tyre fitting services:
        1. require appointments to be pre-booked by the Buyer;
        2. have not been identified by the Buyer or the Supplier as requiring an emergency response.
     3. The Supplier shall ensure that its operating hours in relation to the provision of the Deliverables in the UK shall be within the hours of 08:00 to 18:00 Monday to Friday and 09:00 to 12:00 Saturday excluding Bank Holidays.
     4. The Supplier will ensure that they start the fitment of tyres and/or associated products within 1 hour of any appointment time made unless otherwise agreed with the Buyer.
     5. When requested by the Buyer, the Supplier will ensure that any information relating to the delivery, such as driver name, is provided prior to the agreed appointment time allocated to the Buyer.
     6. The Supplier will provide tyres to fit wheels of up to 20 inches in rim diameter.
     7. The Supplier will inform the Buyer of any potential circumstances which may affect the Supplier’s vehicle arriving within the time allocated.
  3. **Tyre Disposal and Casing Credits**
     1. The Supplier will ensure that used tyres are treated as controlled waste and are subject to all current environmental regulations.
     2. The Supplier will use registered waste carriers and registered tyre processors for the collection and disposal of used tyres.
     3. The Supplier will provide a tyre disposal service for all used tyres.
     4. The Supplier will ensure that they comply with all legislation regarding the transfer of waste, including the completion of any required Waste Transfer documentation.
     5. The Supplier will refund any casing credits to the Buyer via an agreed method.
  4. **Order and supply of Tyres products and services**
     1. **Terms and conditions of supply**
        1. The Supplier will provide a range of goods and services, and consistently deliver a quality service, to meet the Buyer’s requirements.
        2. The Supplier will provide the Deliverables to the Buyer in a timely manner and in accordance with the Order and Call-Off Contract.
        3. The Supplier will support the ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure).
     2. **Orders**
        1. For the avoidance of doubt, each Order survives the expiration or termination of the Framework Contract.
        2. When requested by the Buyer, the Supplier will liaise with and accept Orders from the Buyer’s fleet management provider or any other third party acting on behalf of the Buyer.
        3. The Supplier will be capable of accepting Orders for individual tyres and/ or associated services:

# by telephone;

# by email;

# using the Supplier’s online ordering system with real time stock level data; or

# at the Supplier’s depot.

* + - 1. Prior to placing an Order, the Supplier will ensure that a full list of all charges relevant to the Buyer’s requirement is made available.
      2. The Supplier will identify and notify which classes of tyres and associated services are within or out of scope of the Buyer’s Tyre Policy when requested by the Buyer.
      3. The Supplier will seek approval from the Buyer prior to fitment or delivery when they are required to offer substitute goods and/or services due to unavailability.
      4. The Supplier will ensure that any substitute tyre meets or exceeds the original requirement in terms of tyre specification or performance (for example load or speed rating) at no additional cost to the Buyer.
  1. **Managing the Buyer’s Account**
     1. **Contract Management**
        1. The Supplier will ensure that all relevant documentation relating to the Buyer’s tyres operation are maintained and updated at all times.
        2. The Supplier will provide a customer service facility for dealing with Buyer’s queries, complaints or support needs. Unless agreed with the Buyer, this will be available from 9am to 5pm, Monday to Friday and exclude bank holidays.
        3. The Supplier will ensure that where there is a helpdesk telephone, the number is freephone or does not charge users more than a basic rate, local rate or national rate telephone number.
        4. The Supplier will operate and maintain a clearly defined process for the management and resolution of enquiries and complaints received from the Buyer.
        5. The Supplier will provide technical service advice such as tyre size, tread pattern and pressure guidance for new vehicles.
     2. **Management Information**
        1. The Supplier will provide Management Information reports to the Buyer in order to meet the Buyer’s specified requirements.
  2. **Stockholding**
     1. The Supplier will determine the Buyer’s tyre and stockholding requirements at the point of Call-Off.
     2. The Supplier will provide consignment stocks to the Buyer’s premises when requested by the Buyer.
     3. The Supplier will undertake stock and volume reviews at a frequency agreed with the Buyer.
  3. **Legislation and Policy**
     1. **Tyre Labelling**
        1. The Supplier will meet all labelling requirements as laid down in European Tyre Labelling Regulation EU 2020/740 or any future applicable legislation.

**Desirable Deliverables**

* 1. **Re-treaded and Used Tyres**
     1. The Supplier will provide re-treaded or used tyres when requested by the Buyer.
     2. The Supplier will ensure that the tread depth of tyres supplied to the Buyer comply with the UK legal limit as a minimum, or the Buyer’s tyre policy when specified and requested by the Buyer.
  2. **Provision of Tyres and associated products and services** 
     1. The Supplier shall provide a weighing service for all vehicles including converted light support vehicles and appliances. The weighing service is required after a vehicle is converted, when changes to the vehicle or appliance is made or when the current tyres are no longer available. The Supplier will provide a report is provided to the Buyer after the weighing has taken place and includes the following elements, but not limited to:
        1. Vehicle details for example make, model and body type;
        2. Tyre Specification;
        3. Cold tyre pressure suggestion;
        4. Gross Vehicle Weight (GVW) of the vehicle or appliance including axle weights, totals, heaviest corner load and plated axle weight.
  3. **Provision of Tyres goods and services at Supplier Depots**
     1. Where the Supplier’s business delivery model includes the provision of goods and services at a depot, the Supplier will maintain the capability to provide these between 08:30 and 17:00 hours Monday to Friday and 08:30 and 12:00 on Saturday including bank holidays, unless otherwise agreed with the Buyer..
     2. The Supplier will ensure that tyres are supplied and fitted within 1 hour of any appointment time made and the Buyer’s vehicle arriving at the Supplier’s depot.
     3. Where no prior appointment has been made, the Supplier will ensure that tyres are supplied and fitted within 2 hours of the Buyer’s vehicle arriving at the Supplier’s depot.
  4. **Mobile Fitting Services**
     1. The Supplier will provide tyres to fit wheels of up to 22.5 inches in rim diameter for Larger HGVs.
  5. **Tyre Emergency Call Out Service**
     1. The Supplier will provide a tyre emergency call out service 24 hours a day, 365 days a year (366 days in a leap year).
     2. The Supplier will provide the appropriate guidance and materials to enable the Buyer to access the tyre emergency call out service.
     3. The Supplier will ensure that any emergency call out service arrives within 2 hours from the initial call to vehicle arrival, unless otherwise advised to and agreed with the Buyer.
     4. The Supplier will prioritise tyre emergency breakdown service calls from vulnerable drivers, drivers in high risk situations and vehicles delivering critical services.
     5. The Supplier will provide a unique reference number for each call out request which will be quoted in all communications with the Buyer.
  6. **Tyre Hotel Storage Facility**
     1. The Supplier will provide a tyre hotel storage facility when requested by the Buyer.
     2. The Supplier will provide access to a tyre hotel storage facility to store the tyres via a drive-in facility.
     3. The Supplier will provide the option to collect the tyres from the Buyer’s premises to be taken to the storage facility.
     4. The Supplier will be fully liable for the condition of the tyres when they are being held in the storage facility.
     5. The Supplier will change the Buyer’s current tyres to the required tyres for example summer tyres to winter tyres or vice versa within 30 minutes per vehicle.
     6. The Supplier will ensure when removing the Buyer’s tyres that they are securely labelled with the vehicle registration number, which axle the tyre has been removed from and the date removal took place.
     7. The Supplier will ensure that tyres are free from defects and damage and are roadworthy prior to being refitted.
     8. The Supplier will ensure that all tyres have a minimum tread depth of 3mm prior to being refitted, unless otherwise advised and agreed with the Buyer in line with their Tyre Policy.
     9. The Supplier will advise the Buyer if a tyre is damaged or not roadworthy and requires replacement or repair.
  7. **Tyre Changeover Service for new vehicles**
     1. When requested by the Buyer, the Supplier will undertake a full change of tyres on new vehicles supplied to the Buyer. This occurs when new vehicles supplied to the Buyer are fitted with tyres that do not meet the Buyer’s tyre policy.
     2. The Supplier acknowledges and agrees that the changeover service will include, but is not limited to, removing the tyres previously fitted on to the new vehicle, fitting replacement tyres which meet the Buyer's specification in line with paragraphs 4.1.3 to 4.1.12 and disposing of the surplus tyres through their supply chain.
     3. For avoidance of doubt, the original tyres supplied with the new vehicle will have minimum wear from pre-delivery activities only (for example Pre-Delivery Inspection (PDI)).
     4. The Supplier will dispose of the surplus tyres on the Buyer's behalf.
     5. The Supplier shall agree any profit share or refund of credits with the Buyer at the point of entering into a Call-Off Contract.
  8. **Provision of ancillary products and services**
     1. The Supplier will ensure that all staff involved in the provision of Deliverables have the appropriate skills, experience and qualifications.
     2. The Supplier may provide ancillary products and services to the Buyer without the purchase of a tyre.
     3. The Supplier may offer a range of products and services which support ad-hoc or planned maintenance activities and enable the Buyer’s vehicles to remain roadworthy, maintain driver comfort and meet utilisation requirements. These items may include, but are not limited to:
* wiper blade replacement and fitting;
* bulb replacement and fitting;
* exhaust repair or replacement;
* battery replacements;
* oil and/ or filter changes;
* fuse replacement;
* charging cable replacement;
* replacement number plates;
* replacement mirror glass;
* fitting of dog guards;
* fitting of roof bars, boxes, tow bars, bike racks or trailers;
* air conditioning recharge.
  + 1. The Supplier will offer services which enable the Buyers vehicles to ensure that the vehicle is working at an optimal level and meets legislative and/ or manufacturer requirements. These services may include, but are not limited to:
* vehicle servicing;
* vehicle health checks;
* MOTs;
* tyre tread checks;
* diagnostic checks and services.
  + 1. The Supplier will provide a catalogue and/ or price list of available ancillary products and services when requested by Buyer.
  1. **Tyre Management Services**
     1. The Supplier will provide a tyre management service to the Buyer on a contracted or non-contracted basis.
     2. The Supplier will offer a range of tyre management solutions to the Buyer which may include, but are not limited to:
* Pay As You Go (PAYG) Contracts

Suppliers providing PAYG services will offer a level of tyre management with the provision for Buyers to purchase tyres as and when they are required

* Fixed Cost Contracts (for example Pence per Kilometre (PPK) or Pence per Vehicle (PPV))

Suppliers providing Fixed Cost Contracts will offer tyre management, which includes the provision of tyres within the service wrap, either on a fixed flat fee monthly cost basis or where the monthly cost is calculated on a predetermined formula based on the use of the vehicle.

* + 1. The Supplier will provide a tyre management service which may include, but is not limited to:
* a dedicated Account Manager;
* regular tyre inspections at an interval agreed with the Buyer;
* preventative maintenance services;
* a Driver helpline or other single point of contact available 24 hours a day, 7 days a week, 365 days a year (366 days in a leap year);
* roadside assistance;
* management information reporting as requested by the Buyer such as inspection information and planned replacement and maintenance;
* compliance management with the Buyer’s Tyre Policy and legislative requirements;
* support to development or update the Buyer’s Tyre Policy;
* an online management portal providing access to data and management information.
  1. **Homologation** 
     1. The Supplier will provide technical support to identify or determine tyre Homologation when requested by the Buyer.
     2. The Supplier will work collaboratively with the Buyer, vehicle manufacturers and vehicle suppliers to support the development and Homologation of new tyres to be supplied under the Framework Contract to the Buyer.
  2. **Enhanced Security**
     1. The Supplier shall acknowledge and agree 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.
     2. The Supplier and their subcontractors will 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.
     3. The Supplier will comply with the Buyer’s personnel vetting policy and standard operating procedures.
     4. The Supplier will 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.
     5. The Supplier will 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.
     6. Where a Buyer has further specific security requirements, they will be outlined within the Call-Off Contract and the Supplier will adhere to them.
  3. **Consultancy**
     1. The Supplier will provide consultancy services to the Buyer when required in order to develop their Tyre Policy or for other continuous improvement activities.
  4. **Tyre Fitting Only Services**
     1. The Supplier will provide a tyre fitting service independently of the supply of tyres when requested by the Buyer.

# Deliverables for Lot 3

The scope of Lot 3 is outlined in paragraphs 1.1 - 1.6. The mandatory Deliverables are described below in paragraphs 5.1 to 5.7 and the desirable Deliverables are described in paragraphs 5.8 to 5.12.

**Mandatory Deliverables**

* 1. **Provision of Windscreen, Glass and Associated Products and Services**
     1. The Supplier will provide a range of goods and services, and consistently deliver a quality service, to meet the Buyer’s vehicle requirements. The Supplier will provide:
* supply and fit of replacement windscreens and any other vehicle glass such as side and rear windows, panoramic roofs and sunroofs;
* repair of windscreens and any other vehicle glass;
* Advanced Driver Assistance System (ADAS) windscreen calibration;
* additional complementary products and services in relation to the replacement and repair of windscreen and glass;
  + 1. The Supplier will provide any commercially available windscreen or glass solution that is suitable to be fitted to the Buyer’s vehicle or equipment. This may include, but is not limited to:
* passenger vehicles;
* Light Commercial Vehicles (LCVs);
* mini-buses, coaches and buses;
* street scene vehicles;
* off road vehicles;
* plant equipment;
* grounds maintenance and agricultural equipment and vehicles;
* Large Goods Vehicles (LGVs) and Heavy Goods Vehicles (HGVs) such as luton vans, box vans, tippers and any other commercial vehicles over 3.5 tonnes.
  + 1. The Supplier will ensure that all windscreens and glass supplied are new, are free from damage or defects and fit for the purpose for which they are supplied.
    2. The Supplier will ensure that the windscreen or glass fitted meets the vehicle manufacturer’s specification.
    3. The Supplier will ensure that the vehicle is not scratched, marked, dented or damaged in any way as a result of fitting windscreen, glass or associated products.
    4. The Supplier will ensure that all fitments to the original glazing, such as parking permits and interior mirrors, are replaced.
    5. The Supplier will ensure that the repair and replacement of windscreens meet legislative requirements.
    6. The Supplier will ensure that any windscreen and glass repair or replacement work undertaken does not affect the manufacturer’s warranty, either of the product being fitted or the Buyer’s vehicle.
    7. The Supplier will ensure that all residue and fitting marks are cleaned from the glazing, both inside and out, on completion of the repair or replacement.
    8. The Supplier will ensure that the Buyer’s vehicles are secured with a temporary repair in the event of a delay to the fitment of a repair or replacement windscreen or glass. This service will be included in the cost to the Buyer.
    9. The Supplier will ensure that all staff involved in the provision of Deliverables have the appropriate skills, experience and qualifications.
  1. **Provision of Windscreen and Glass Products and Services at Supplier Depots**
     1. The Supplier will ensure that its operating hours in relation to the provision of the Deliverables in the UK shall be within the hours of 08:00 to 18:00 Monday to Friday and 09:00 to 12:00 Saturday excluding Bank Holidays.
     2. The Supplier will ensure that windscreen and glass Deliverables are supplied and fitted within 90 minutes of any appointment time made and the Buyer’s vehicle arriving at the Supplier’s depot.
     3. Where no prior appointment has been made, the Supplier will ensure that Deliverables are supplied and fitted within 2 hours of the Buyer’s vehicle arriving at the Supplier’s depot, unless otherwise advised and agreed with the Buyer.
  2. **Mobile Fitting Services**
     1. The Supplier will provide a mobile windscreen and glass fitting service to the Buyer at any location specified.
     2. The Supplier will maintain the capability to provide a mobile fitting service between 08:30 and 17:00 Monday to Friday and 08:30 and 12:00 on Saturday including bank holidays, unless otherwise agreed with the Buyer..
     3. The Supplier will ensure that windscreen and glass Deliverables are supplied and fitted within 90 minutes of any appointment time made and the Supplier’s vehicle arriving at the Buyer’s specified location, unless otherwise advised and agreed with the Buyer.
  3. **Windscreen Calibration**
     1. The Supplier will ensure that any vehicles fitted with Adaptive Driver Assistance Systems (ADAS) are recalibrated to the manufacturer’s standards following windscreen fitment.
     2. The Supplier will ensure that any other sensors, such as automatic windscreen wipers or lights, are re-fitted and left in a working state, unless otherwise advised and agreed with the Buyer.
  4. **Order and Supply of Windscreen and Glass Products and Services**
     1. **Terms and conditions of supply**
        1. The Supplier will provide the Deliverables to the Buyer in a timely manner and in accordance with the Order and Call-Off Contract.
        2. The Supplier will support the ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure).
     2. **Orders**
        1. For the avoidance of doubt, each Order survives the expiration or termination of the Framework Contract.
        2. When requested by the Buyer, the Supplier will liaise with and accept Orders from the Buyer’s fleet management provider or any other third party acting on behalf of the Buyer.
        3. The Supplier will be capable of accepting Orders for individual windscreen and glass products and/or associated services by:

# telephone;

# email;

# the Supplier’s Customer Service;

# at the Supplier’s depot.

* + - 1. Prior to placing an Order, the Supplier will ensure that a full list of all charges relevant to the Buyer’s requirement is made available.
      2. The Supplier will seek approval from the Buyer prior to fitment or delivery when they are required to offer substitute goods and/or services due to unavailability.
      3. The Supplier will ensure that any substitute goods meet or exceed the original requirement in terms of specification or performance at no additional cost to the Buyer.
  1. **Managing the Buyer’s Account**
     1. **Contract Management**
        1. The Supplier will ensure that all relevant documentation relating to the Buyer’s windscreen and glass operation are maintained and updated at all times.
        2. The Supplier will provide a customer service facility for dealing with Buyer’s queries, complaints or support needs. Unless agreed with the Buyer, this will be available from 9am to 5pm, Monday to Friday and exclude bank holidays.
        3. The Supplier will ensure that where there is a Helpdesk telephone, the number is Freephone or does not charge users more than a basic rate, local rate or national rate telephone number.
        4. The Supplier will operate and maintain a clearly defined process for the management and resolution of enquiries and complaints received from the Buyer.
     2. **Management Information** 
        1. The Supplier will provide Management Information reports to the Buyer in order to meet the Buyer’s specified requirements.
  2. **Legislation and Policy**
     1. **Legislative Requirements**
        1. The Supplier will ensure that all windscreen and glass fitment undertaken meets all applicable legislative or regulatory standards.
     2. **Sustainability**
        1. The Supplier will ensure that all windscreens and glass are disposed of in a responsible manner and recycled where possible in line with industry best practice, or any regulatory and legislative requirements.

**Desirable Deliverables**

* 1. **Windscreen and Glass Emergency Call Out Service**
     1. The Supplier will provide an emergency call out service 24 hours a day, 365 days a year (366 days in a leap year).
     2. The Supplier will provide the appropriate guidance and materials to enable the Buyer to access the emergency call out service.
     3. The Supplier will ensure that any emergency call out service arrives within 2 hours from the initial call to vehicle arrival, unless otherwise advised to and agreed with the Buyer.
     4. The Supplier will prioritise emergency call out service calls from vulnerable drivers, drivers in high risk situations and vehicles delivering critical services.
     5. The Supplier will provide a unique reference number for each call out request which will be quoted in all communications with the Buyer.
  2. **Laminated Safety Glass**
     1. The Supplier will provide impact resistant and laminated safety glass when requested by the Buyer.
  3. **Additional Products and Services**

5.10.1The Supplier will provide a range of associated products and services, requested by the Buyer which may include, but are not limited to:

* replacement of windscreen wipers;
* minor bodywork repairs.
  1. **Enhanced Security**
     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.
     2. The Supplier and their subcontractors will 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.
     3. The Supplier will comply with the Buyer’s personnel vetting policy and standard operating procedures.
     4. The Supplier will 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.
     5. The Supplier will 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.
     6. Where a Buyer has further specific security requirements, they will be outlined within the Call-Off Contract and the Supplier will adhere to them.
  2. **Consultancy**
     1. The Supplier will provide consultancy services to the Buyer when required in order to develop their Windscreen or Fleet Policy or for other continuous improvement activities.

# Deliverables for Lot 4

The scope of Lot 4 is outlined in paragraphs 1.1 - 1.6. The mandatory Deliverables are described below in paragraphs 6.1 to 6.10 and the desirable Deliverables are described in paragraphs 6.11 to 6.23.

**Mandatory Deliverables**

* 1. **Terms and conditions of supply**
     1. The Supplier will support the ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure).
     2. The Supplier will provide a range of goods and services, and consistently deliver a quality service, to meet the Buyer’s requirements.
     3. 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.
     4. The Supplier agrees that any other terms or conditions contained or referred to in any correspondence or any documentation submitted by the Supplier which is not part of the Framework Contract, or which are elsewhere implied by custom, practice or course of dealing, do not apply.
  2. **Vehicle Telematics Solutions and Orders**
     1. The Supplier will 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. This includes, but is not limited to:
* the hire or lease of devices, which typically includes the supply, installation and maintenance of the data recording device and equipment plus a service charge for the associated products and services required by the Buyer; and/ or;
* the outright purchase of devices, with or without installation. Buyers may include any additional service provision they require (for example a data extraction, management and storage service wrap); and/or
* standalone software services to optimise fleet, driver and risk management.
  + 1. When requested by the Buyer, the Supplier will:
* 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;
* provide the facility for direct driver communication;
* provide geofencing services.
  + 1. The Supplier will 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.
    2. The Supplier will 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. The Supplier will ensure that all equipment has the functionality to be switched on and off, either remotely or in-vehicle, unless agreed with the Buyer.
    4. The Supplier will ensure that all software updates can be undertaken remotely using Over the Air Programming (OTAP) without physical intervention being required.
    5. The Supplier will provide the installation, testing, maintenance, repair, removal, decommissioning and disposal of all equipment.
    6. Suppliers may offer products and solutions on a supply only or supply and fit basis.
    7. For the avoidance of doubt, each Order survives the expiry or termination of the Framework Contract.
    8. The Supplier will ensure that all activities in relation to the delivery of the contract are undertaken by appropriately trained personnel, including sub-contractors delivering services on behalf of the Supplier.
    9. 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.
    10. The Supplier will ensure that all equipment is brand new and unused, unless otherwise specified by the Buyer.
    11. The Supplier will 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.
    12. When requested by the Buyer, the Supplier will 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.

# Installation, removal and decommissioning of equipment

* + 1. The Supplier will deliver and/or install equipment at any address within Great Britain and Northern Ireland, as specified in the Order.
    2. The Supplier will ensure that equipment is supplied, delivered and installed in accordance with the requirements specified in the Order.
    3. The Supplier will ensure that equipment installation is as non-intrusive and non-invasive as possible, and does not invalidate any vehicle warranty or telematics equipment warranty.
    4. 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 will ensure that these are filled with blanking grommets or a suitable filling agent, unless otherwise agreed with the Buyer in the Call-Off Contract.
    5. The Supplier will 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.
    6. Where requested by the Buyer, and when the vehicles are not owned by the Buyer, the Supplier will 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.
    7. Where vehicles are identified as being not owned by the Buyer, the Supplier will 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.
    8. 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.
    9. Where installation is required in the Buyer’s existing vehicles, the Supplier will ensure that it establishes and manages an efficient and timely installation programme which minimises vehicle downtime.
    10. When requested by the Buyer, the Supplier will 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.
    11. The Supplier will provide an update on the progress of any installation plan to the Buyer, at the frequency agreed in the Call-Off Contract.
    12. When requested by the Buyer, the Supplier will deactivate identified equipment over the air within twenty four (24) hours of the deadline specified.
    13. The Supplier will remove decommissioned equipment from vehicles within ten (10) working days of receiving a written request from the Buyer, unless otherwise agreed with the Buyer.
    14. When requested by the Buyer, the Supplier will remove any equipment fitted by another supplier.
    15. When requested by the Buyer, the Supplier will remove any equipment from a specified vehicle and re-install into another vehicle.
    16. The Supplier will maintain a log of all decommissioned and removed equipment linked to the relevant vehicle registration and/or driver.
    17. The Supplier will 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.

# Warranty and Repair

* + 1. The Supplier will 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.
    2. The Supplier will assist the Buyer in identifying whether in-vehicle devices are faulty, or have been tampered with, disabled or removed. The Supplier will notify the Buyer in the event that repairs are required as a result of driver error, misuse, or other behaviour.
    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.
    4. The Supplier will 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.
    5. The Supplier will 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.

# Telematics data

* + 1. The Supplier will provide real time data relating to individual drivers and vehicles in accordance with the Buyer’s specification.
    2. The Supplier will provide bespoke reporting from data retrieved from the equipment, as specified by the Buyer.
    3. The Supplier will provide the appropriate licensing and software to support data retrieval from equipment.
    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.
    5. The Supplier acknowledges that Joint Schedule 11 (Processing Data) applies to the processing of personal data under this Framework Contract.
    6. The Supplier acknowledges that all data retrieved from the equipment is the property of the Buyer.
    7. The Supplier will not disclose any data to a third party without the prior written consent of the Buyer.
    8. The Supplier will 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.
    9. The Supplier will ensure that a suitable back-up system for data is in place for both data retrieved from equipment and that held within the telematics platform.

# Telematics platform

* + 1. The Supplier will supply a telematics platform 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.
    2. The Supplier will ensure that the telematics platform is secure and encrypted.
    3. The Supplier will grant access rights to the telematics platform to the Buyer’s authorised representatives and users with a tiered level of permissions and access, to be determined and agreed with the Buyer.
    4. The Supplier will provide a specified number of user accounts when requested by the Buyer and agreed in the Call-Off Contract.
    5. The Supplier will ensure that the telematics platform is accessible to the Buyer twenty four (24) hours a day, three hundred and sixty five (365) days per year.
    6. The Supplier will ensure that the Buyer is given twenty eight (28) calendar days’ notice of any scheduled maintenance which will affect the availability of the telematics platform, or as otherwise agreed with the Buyer in the Call-Off Contract.
    7. The Supplier will ensure that the telematics platform is compatible with Windows and Mac browsers, and will run on handheld iOS and Android devices unless otherwise specified and agreed with the Buyer.
    8. The Supplier will ensure that user accounts are password protected.
    9. The Supplier will ensure that the telematics platform provides the Buyer with access to historical management information relating to the Buyer’s vehicles, drivers and/ or assets as specified by the Buyer.
    10. The Supplier will ensure that the telematics platform has the functionality for the Buyer to schedule and self-generated reports which can be exported into a variety of software packages such as Microsoft Excel as specified by the buyer in any call off arrangement.

# Managing the Buyer’s Account

* + 1. The Supplier will provide a customer service facility for dealing with Buyer’s queries and complaints through to resolution and support needs. Unless agreed with the Buyer, this shall be available from the standard hours of 9am to 5pm, Monday to Friday and exclude bank holidays.
    2. The Supplier will provide a customer service facility for the submission of queries, support requests or complaints outside of the standard hours specified in 3.7.1, such as, for example but not limited to, email, online form or portal.
    3. The Supplier will ensure that where there is a Helpdesk telephone number, that it is freephone or does not charge users more than a basic rate, local rate or national rate telephone number.
    4. The Supplier’s Account Manager will ensure that all relevant documentation relating to the Buyer’s telematics operation is maintained and updated at all times.

# Management Information

* + 1. The Supplier will provide Management Information to Buyers in accordance with the terms in each Call-Off Contract.

# Training

* + 1. The Supplier will provide training to the Buyer at the Buyer’s premises, or an alternative mutually agreed location.

# Legislation and Policy

* + 1. The Supplier will ensure that all equipment produced and supplied pursuant to this Framework Contract are stamped CE and conform to all applicable EU legislation.
    2. The Supplier will ensure that all electrical equipment is disposed of in compliance with and as detailed in: [Waste Electrical and Electronic Deliverables (WEEE) Directive 2012/19/EU](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32012L0019)

# Desirable Deliverables

# Enhanced Security

* + 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.
    2. The Supplier will 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. The Supplier will comply with the Buyer’s personnel vetting policy and standard operating procedures.
    4. The Supplier will 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.
    5. The Supplier will 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.
    6. The Supplier will 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.
    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.

# Telematics System Integration

* + 1. The Supplier will 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.
    2. The Supplier will 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. The Supplier will 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.

# Satellite Navigation

* + 1. The Supplier will supply equipment with integrated satellite navigation capability, as requested by the Buyer.

# Stolen Vehicle Recovery (SVR) and Vehicle Immobilisation

* + 1. When requested by the Buyer, the Supplier will provide the ability to track and locate vehicles that have been stolen.
    2. When requested by the Buyer, the Supplier will provide the ability to remotely immobilise a vehicle.

# Extended Warranty

* + 1. The Supplier will provide the Buyer with extended warranty options for equipment.

# Training

* + 1. The Supplier will 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.

# Geographical Coverage

* + 1. The Supplier will ensure that the vehicle telematics equipment provides coverage outside of the geographical scope identified in 1.1, as requested by the Buyer.
    2. The Supplier will 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.

# Telematics System Modifications

* + 1. The Supplier will provide the ability to configure the telematics system to deliver any bespoke requirements identified by the Buyer.

# Advisory Services

* + 1. The Supplier will provide advisory services to the Buyer when agreed by the parties.

# Gain Share

* + 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.
    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.

# Data Hosting

* + 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, the European Economic Area (EEA), a country deemed adequate by the European Commission, or in the US were covered by Privacy Shield.
    2. The supplier will ensure they engage and establish with the buyer that their data hosting solution has appropriate software protection and backed up capability to enable roll back.

# Job Management Software Solutions

* + 1. When requested by the Buyer, the Supplier will provide a software solution that enables the Buyer to manage and optimise their operational job management. This may include, but is not limited to:
* job scheduling;
* job tracking and management;
* mobile workforce communications;
* client management interface.

# Hazard Warning Equipment

* + 1. When requested by the Buyer, the Supplier will provide equipment and software solutions designed to provide hazard warnings internal and external to the vehicle, and provide management information to the Buyer. This may include, but is not limited to:
* in-cab equipment and solutions such as display screens to provide drivers with a view of blind spots, and in-cab systems for close proximity warnings that provide audible alerts for drivers;
* external equipment and solutions such as camera systems to monitor vehicle blind spots, external audible warning systems for vehicle manoeuvring, close-proximity mirrors and vision aids, lighting systems, and side under-run protection;
* system integration to manage hazard warning equipment and data, with or without a wider telematics solution.

# Policy and Legislation for All Lots

# Continuous Improvement

* + 1. The Supplier will 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).
    2. When requested by the Buyer, the Supplier will 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.

# Payment Invoicing

* + 1. The Supplier will offer the Buyer a choice of payment options, to be agreed with the Buyer at the point of Call-Off.
    2. The Supplier will ensure that all invoices are consolidated and provided on a monthly basis, unless otherwise requested or agreed with the Buyer. The invoice will be issued by the method agreed with the Buyer at the point of Call Off.

# Legislative Requirements

* + 1. The Supplier will ensure that all Deliverables supplied meet all applicable legislative or regulatory standards.
    2. The Supplier will ensure that all data held within their systems is held securely and complies with Data Protection requirements as set out in Joint Schedule 11 (Processing Data).

# Policy Requirements

* + 1. The Supplier will assist the Buyer in working towards and ensuring compliance with any Government Policy standards introduced.
    2. When requested by the Buyer, the Supplier will conform to the environmental management standards such as BS EN 14001 series, specified as part of the Ordering procedure.
    3. When requested by the Buyer, the Supplier will conform to the quality management standards such as EFQM and ISO 9000 series, specified as part of the Ordering procedure.

# Sustainability

* + 1. The Supplier will 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).
    2. The Supplier will support the Buyer in meeting their obligations to the [Greening Government Commitments](http://sd.defra.gov.uk/gov/green-government/commitments/).

# Social Value and Community Benefits

* + 1. Social Value legislation and guidance places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity.
    2. More information on social value can be found in: [PPN 06/20](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts).
    3. The Supplier will assist the Buyer to comply with any new arrangements introduced, if at any point the Government Buying Standards for Transport and Government Fleet Commitment are amended or replaced (whether by enhancement, another agreement or by alternative government arrangements).
    4. The Supplier will conform to the quality management standards such as EFQM and ISO 9000 series when specified by the Buyer as part of the Ordering procedure.
    5. The Supplier will 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).
    6. The Supplier will support the Buyer in meeting their obligations to the [Greening Government Commitments](https://www.google.com/www.gov.uk/government/collections/greening-government-commitments).

# Delivering Social Value as part of the Framework Award

* + 1. Within the context of Social Value, the supplier is required to deliver the following priorities for this Agreement.
    2. Driving for Better Business is a National Highways programme to raise awareness of the significant benefits that employers in both the private and public sectors can achieve from managing work-related driving; more effectively. The Driving for Better Business vision is “A world where those who use the roads for work do so safely, efficiently, and sustainably”. More information can be found at:[Driving for Better Business](https://www.drivingforbetterbusiness.com/)

* + 1. The Supplier will sign up to the Driving for Better Business within the first 12 months of the Award of the Framework Agreement. The aim of the programme is to enable the Supplier to contribute towards the following Social Value priority themes for this framework:
       1. Covid-19 Recovery - through the application of the Driving for Better Business Covid-19 Toolkit to help Supplier’s plan for and implement the necessary changes in working practices.
       2. Fighting Climate Change - by adopting driving processes and working practices that reduce your organisational and individual driver’s carbon footprint.
       3. Wellbeing - by understanding the issues related to health and wellbeing and how they influence work-related road risk, and evidencing measures and policies put in place to improve driver behaviour in order to reduce the risk of accidents, injuries and deaths to drivers, passengers and pedestrians.
       4. Tackling Economic Inequality - by Supplier adopting good employment practices, offering a range of schemes for new starters and an appropriate remuneration package.
       5. Equal Opportunity - by demonstrating increased representation of people across diverse workforce and breaking down barriers to achieve this through workplace culture
    2. The Supplier will commit to using the resources provided within the Driving for Better Business programme to build a Driving for Work policy that ensures they meet legal and compliance standards.
    3. Subscribing to the Driving for Better Business programme is just one way in which Suppliers can contribute to Social Value and CCS acknowledges that Suppliers may be undertaking other activities that contribute to the Social Value themes listed above as well as the Government’s wider themes.

# Delivering Social Value as part of the Call-Off Contract

* + 1. Buyers may include Social Value as part of their award criteria for their Call-Off Contract. The 5 Social Value themes that Buyers may consider are:
* Covid-19 recovery;
* Tackling economic inequality;
* Fighting climate change;
* Equal opportunity, and;
* Wellbeing.
  + 1. Buyers may choose to use the most appropriate Social Value award criteria and sub-criteria related to their procurement as set out in Framework Schedule 7 (Call Off Award Procedure).
    2. Further guidance on the application of the Social Value Model is available in: [Guide to using the Social Value Model](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940827/Guide-to-using-the-Social-Value-Model-Edn-1.1-3-Dec-20.pdf)

# Carbon Reduction Plans

* + 1. In 2019 the UK Government amended the Climate Change Act 2008 by introducing a target of at least a 100% reduction in the net UK carbon account (for example reduction of greenhouse gas emissions, compared to 1990 levels) by 2050. This is otherwise known as the ‘Net Zero’ target. For further information about Carbon Reduction Plans please refer to the recent [PPN 06/21](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/991622/PPN_0621_Taking_account_of_Carbon_Reduction_Plans__2_.pdf) (Taking Account of Carbon Reduction Plans in the Procurement of Major Government Contracts).
    2. The Supplier shall provide to CCS a Carbon Reduction Plan within the First year of the agreement.
    3. The development of Carbon Reduction Plans will form part of the Supplier’s Performance Indicators (PI’s) and will be monitored on a regular basis as part of CCS’s supplier relationship management programme.

# Modern Slavery

* + 1. The Supplier is required to demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract including in the supply chain, in accordance with Joint Schedule 5 (Corporate Social Responsibility). This includes an understanding of the modern slavery risks and issues affecting the market, industry, sector or country (of origin or of source) relevant to the contract, and the workforce in the Supplier’s own organisation and those of its key sub-contractors.

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**Annex A – Police Customers (Lot 1)**

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| --- |
| **Force** |
| Avon & Somerset Police |
| Bedfordshire Police |
| Cambridgeshire Police |
| Cheshire Police |
| Cleveland Police |
| Cumbria Police |
| Devon & Cornwall Police |
| Derbyshire Police |
| Dorset Police |
| Durham Police |
| Dyfed Powys Police |
| Essex Police |
| Gloucestershire Police |
| Gwent Police |
| Hampshire Police |
| Hertfordshire Police |
| Humberside Police |
| Kent Police |
| Lancashire Police |
| Leicestershire Police |
| Lincolnshire Police |
| Merseyside Police |
| Norfolk Police |
| Northumbria Police |
| Northamptonshire Police |
| North Wales Police |
| North Yorkshire Police |
| Nottinghamshire Police |
| Staffordshire Police |
| South Wales Police |
| South Yorkshire Police |
| Suffolk Police |
| Surrey Police |
| Sussex Police |
| Thames Valley Police |
| Warwickshire Police |
| West Mercia |
| West Midlands Police |
| West Yorkshire Police |
| Wiltshire Police |
| British Transport Police |
| City of London Police |
| Civil Nuclear Constabulary |
| Greater Manchester Police |
| Isle of Man Police |
| Metropolitan Police |
| Police Scotland |
| Avon & Somerset Police |
| Bedfordshire Police |
| Cambridgeshire Police |