



Home Office

Bid Pack

Attachment 3 – Statement of Requirements

Contract Reference: Vehicle Specialist Services

C23034

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CONTENTS

1.	PURPOSE	3
2.	BACKGROUND TO THE CONTRACTING BUYER	3
3.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT	3
4.	DEFINITIONS.....	3
5.	SCOPE OF THE REQUIREMENT	5
6.	THE REQUIREMENT	6
7.	MANAGEMENT INFORMATION/REPORTING.....	9
8.	CONTINUOUS IMPROVEMENT	10
9.	SUSTAINABILITY.....	10
10.	SERVICE DELIVERY, PROFESSIONAL STANDARDS & QUALITY.....	10
11.	PRICE	11
12.	SERVICE LEVELS AND PERFORMANCE	12
13.	PAYMENT AND INVOICING	16
14.	CONTRACT MANAGEMENT	17
15.	LOCATION	18

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1 PURPOSE

- 1.1 The Buyer requires a Supplier to assist Border Force officers in providing technical examination to Commercial Freight Vehicles, Passenger vehicles including coaches and private light good vehicles and heavy duty machinery carried/transported by a vehicle.

2 BACKGROUND TO THE CONTRACTING BUYER

- 2.1 Border Force is a law enforcement command within the Home Office. Border Force secures the border and promotes national prosperity by facilitating the legitimate movement of individuals and goods, whilst preventing those that would cause harm from entering the UK. This is achieved through the immigration and customs checks carried out by our staff at ports.

- 2.2 Border Force is responsible for:

- 2.2.1 Checking the immigration status of people arriving in and departing the UK;
- 2.2.2 Searching baggage, vehicles and cargo for illicit goods or illegal immigrants;
- 2.2.3 Patrolling the UK coastline and searching vessels;
- 2.2.4 Gathering intelligence;
- 2.2.5 Alerting the police and security services to people of interest.

3 BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Buyer requires the services of a Supplier to provide technical examination to Commercial Freight Vehicles, Passenger vehicles including coaches and private lights good vehicles and heavy duty machinery carried/transported by a vehicle. The Buyer requires these services to assist BF staff in the technical examination of vehicles, including the removal of parts and any action that will allow the Buyers staff to access and examine vehicles. A detailed list of past uses of this service can be found in Annex A for reference.

4 DEFINITIONS

Expression or Acronym	Definition
AVRO	Association of Vehicle Recovery Operators
Commercial Vehicles	A vehicle whose main purpose is to transport goods or materials rather than

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	<p>passengers. Types of these vehicles would include:</p> <ul style="list-style-type: none"> • Tractor units • Light commercial vehicles • Vans • Trailers including dry freight • Tippers • Reefers • Wet and dry tankers • Plants • Skeletals/ Flatbeds • Specialist/non-standard trailers, such as glass carriers, moving floors, rolling floors/ belts, hydraulic lifting systems etc. • Refrigerated units • Bulk Carriers • Tankers <p>Military vehicles</p>
CPT	Confederation of Passenger Transport
CTC	A Counter Terrorist Check (CTC) is a clearance required for those who work in close proximity to public figures, or who have access to material or information that may be vulnerable to terrorist attack.
DBS	Disclosure and Barring Service (DBS) check is a process to find out whether an individual has a criminal record.
Engineer	Supplier's staff who are relevantly skilled in the ability to perform technical examination on vehicles.
Heavy duty machinery	Mode – Tourist. Any vehicle from small motorcycle to large coach and trailer including light Freight* vehicles.

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	Mode – Freight*. Any vehicle from light Freight vehicle to the largest HGV vehicle permitted on UK roads.
KPI	Key performance indicators.
NCA	National Crime Agency.
NDA	A non-disclosure agreement (NDA) is a legally binding contract that establishes a confidential relationship.
Passenger Vehicles	A vehicle whose main purpose is for the carriage of passengers. Types of these vehicles include: <ul style="list-style-type: none"> • Coaches • Minibuses
Private Light Goods Vehicles	A vehicle whose use is for the conveyance of goods or burden of any description and which has an unladen weight not exceeding 3500 kilograms. Types of these vehicles include: <ul style="list-style-type: none"> • Cars • Vans
RAMS	Risk Assessment Method Statement
Service Credits	Any service credits specified in the SLA of this Schedule being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels.
Service Level Failure	Means a failure to meet the Service Level Performance Measure in respect of a Service Level.
Service Level Performance Measure	Shall be as set out against the relevant Service Level in the relevant section 12.
Service Level Threshold	Shall be as set out against the relevant Service Level in the relevant section 12.
Technical Support Service	A method of contact, via phone call or otherwise stated, which the Buyer is

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	able to reach the Supplier for purposes related to technical examinations.
The Buyer	Means the Secretary of State for the Home Department acting through Border Force.
The Supplier	Refers to the chosen Supplier of the Goods and Services.
Transfrigoroute	Professional service standard body for road transport
Vehicle Condition Report	A document which is used to have an idea about overall condition of vehicle or car.

5 SCOPE OF REQUIREMENT

In Scope

- 5.1 The Buyer requires a Supplier to assist Border Force officers in providing technical examination to Commercial Freight Vehicles and Passenger vehicles including coaches and private light good vehicles.
- 5.2 The Buyer may be required to arrange for the movement of vehicles from the point of detention to a suitable examination site.
- 5.3 The service will be required to be delivered anywhere in Great Britain, Northern Ireland and Juxtaposed controls in Coquelles (France).
- 5.4 The Supplier will provide a help-line facility for enabling Border Force staff to call out assistance 24 hours a day/ 365 (366) days a year.
- 5.5 The Supplier will be required to examine, or, disassemble and reassemble, or, remove and refit vehicle components such as (but not limited to) refrigeration units, tyres, fuel tanks, axles, computerised systems, as well as any other works as agreed between the Buyer and Supplier.
- 5.6 When carrying out any of the above, the Supplier's staff must pay due regard to Health and Safety themselves, to the Buyers' staff and third parties.
- 5.7 The Supplier may be required to re-mobilise vehicles where an electronic or mechanical immobiliser is preventing the vehicle from being started or moved.
- 5.8 Although Border Force is the principal Buyer, it is anticipated that this Contract will be scoped for use by other Home Office departments such as the National Crime Agency and Immigration Enforcement.

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- 5.9 The Supplier and Buyer will jointly complete a Vehicle Condition Report provided by the Supplier prior to the commencing work on a vehicle and again once the Supplier has finished working on a vehicle.

Out of Scope

- 5.10 Offloading cargo.

6 THE REQUIREMENT

Mandatory Requirements

6.1 Types of Vehicles

- 6.1.1 Commercial Vehicles, a definition and list of types are detailed in Section 4.
- 6.1.2 Passenger vehicles, a definition and list of types are detailed in Section 4.
- 6.1.3 Private light goods vehicles (wheels and tyres only), a definition and list of types are detailed in section 4.

6.2 Volume of Call outs

- 6.2.1 The Buyer is unable to provide any guarantees regarding future demand, nor to make any commitment regarding volumes of business in the future. For reference, Annex A provides a list of historical call outs per location and a brief description of the job completed.

6.3 Buyer Provided Facilities

- 6.3.3 The Buyer will provide examination premises which will normally be located within a Port perimeter or Border Force controlled areas/ UK control zone.
- 6.3.4 There may be limited occasions when the Supplier will be required to provide examination premises where immobile or specialist equipment is needed to carry out the examination.
- 6.3.5 A small number of sites may be inland. Subject to serviceability, some lifting equipment may be provided at ports (e.g. four post vehicle lifts)
- 6.3.6 There may be occasions where the Buyer will arrange for an examination at a third-party premises.
- 6.3.7 For off-site inspections, the Buyer's staff will accompany Engineers/Supplier's staff and may be required to remain in the presence of the vehicle throughout the technical examination.

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6.4 Security and Protocols

- 6.4.1 Depending on individual locations and port requirements, it may be necessary for the Supplier's Engineers/staff to undertake security vetting, either as a Home Office requirement to DBS or CTC level; or; as a port requirement.
- 6.4.2 Failure to undertake security vetting when required may result in the Supplier's Engineer/staff being prevented from undertaking and delivering the requirements.
- 6.4.3 The Buyer may require the Supplier's staff to complete a Non-Disclosure Agreement (NDA) in connection with any work carried out under the Contract.
- 6.4.4 Due to port entry requirements and the international location of some requirements, the Engineers will be required to carry a valid passport and company identification.
- 6.4.5 The Supplier will be responsible for obtaining all necessary permissions and licenses to operate within the restricted areas of the relevant site, port or airport. The Buyer will liaise with the Supplier to arrange the necessary security passes for the relevant port/site.
- 6.4.6 At all times, all engineers attending site are required to have Border Force staff escort them.
- 6.4.7 The Supplier must notify the Buyer immediately of any incident or breach of security, which has taken place in relation to its staff and/ or the transport of person(s).

6.5 Supplier's Engineers/Staff

- 6.5.1 The Supplier shall ensure that they provide necessary resourcing to ensure a consistent service delivery throughout the contract that meets the Buyer's requirements and SLA.
- 6.5.2 The Supplier shall ensure that all Engineers/staff employed on the Contract will be familiar with the Buyer's KPI's/SLA requirements and service delivery.
- 6.5.3 The Supplier's staff assigned to the Contract shall have relevant accreditations, qualifications and experience (as detailed in section 10) to ensure they can meet all deliverables to the necessary industry standards.
- 6.5.4 The Supplier's staff will be required to follow forensic procedures including the use of appropriate equipment provided by Border Force on site.

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6.6 Supplier Provided Equipment

6.6.1 The Supplier will provide all equipment necessary to successfully undertake each job.

6.6.2 The Supplier must hold professional insurance cover and public liability cover to undertake all parts of this requirement.

6.7 Service Requests/ Call-out

6.7.1 The Supplier will provide a facility whereby service requests can be made 24/7 hours/week and 365 days for technical support and a call-out service.

6.7.2 The Supplier shall ensure that the facility for Service Requests records all information necessary to ensure that:

- They can make an assessment of the call out/job;
- A suitably trained engineer can be assigned;
- The relevant equipment is available;
- The engineers can respond within the times set out within the SLA.

6.7.3 The Supplier must be able to provide an estimated time of arrival of the Engineer to the Buyer within 20 minutes of the initial service request.

6.7.4 The Supplier must provide a system by which the Buyer is able to reference and track requests to monitor progress and follow up if necessary.

6.8 Legal/Liabilities

6.8.1 The Supplier's staff may be required to produce a written witness statement detailing the work undertaken as part of the Buyer's evidential requirements. A witness statement may be required to cover some aspects of the Supplier's dealings with the Buyer but will usually be to confirm specific and timed details of the technical examination carried out.

6.8.2 Engineers may be required to attend court to provide evidence. The Buyer will provide guidance on attending court as a witness.

6.8.3 The Buyer will not be liable for any damages incurred to a vehicle during a technical examination undertaken by the Supplier.

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6.8.4 Should damage occur, the Supplier would have full responsibility of reporting this to The Buyer for review, agreeing a full record and account of the damage and circumstances.

6.9 Warranties

6.91 The Supplier must be able to carry out all work without jeopardising any warranty that may apply to the vehicle being technically examined, or any of its components.

6.10 Key Milestones and Deliverables

6.11 Prior to each anniversary of the Commencement Date, the Buyer will review key milestones and deliverables for the upcoming year.

6.12 Where continuous improvement is identified, this will be communicated to the Supplier and the parties shall agree a process and timetable for implementation of such efficiency proposals.

The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Site visit to verify facilities.	2 weeks prior to Contract award.
2	To attend regional briefings from Border Force operational staff which outline the processes of technical examinations and responsibilities of the Supplier.	Within week 1 of Contract Award
3	To deliver technical examination of Commercial Freight Vehicles and Passenger vehicles services as necessary.	00:01 hours 1 st June 2022
4	To attend quarterly contract review meetings with Border Force.	14 days of Buyer's request

7 MANAGEMENT INFORMATION/REPORTING

7.1 The Supplier shall submit Management Information reports to Buyer in the format requested by the Buyer. Such reports shall be submitted for each unit assessment.

7.2 Such reports shall contain the following information but shall not be limited to the following:

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- Number of call-out in each calendar month.
- Average response time in each calendar month.
- Detailed findings of any call-out.
- Outcome of any call-out activity.
- Costs breakdown for all call-out activity (including labour, travel, travel and subsistence, parts, materials).
- Insurance certificates and professional indemnities.
- Changes of Engineers/staff involved in operating and undertaking the contract.
- Professional qualifications of Engineers/staff undertaking the contract.

8 CONTINUOUS IMPROVEMENT

- 8.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration based in feedback from the Buyer.
- 8.2 The Supplier will make itself available for a scheduled meeting at the request of the Buyer within 14 calendar days.
- 8.3 Changes to the way in which the Services are to be delivered must be brought to the Buyer's attention and agreed prior to any changes being implemented.

9 SUSTAINABILITY

- 9.1 The Supplier will ensure that their supply chain and the sourcing of all component parts will abide by international law, UK Government and Home Office policy.

10 SERVICE DELIVERY, PROFESSIONAL STANDARDS & QUALITY

- 10.1 The Supplier and all engineers must hold all necessary qualifications, licences, RAMS and insurances required by law to operate within all ports where they will examine Commercial Freight Vehicles and Passenger vehicles (United Kingdom and France).
- 10.2 The Supplier shall provide details of these qualifications, licences, RAMS and insurances to the Buyer and upon request.
- 10.3 The Supplier should preferably belong to at least one of the following professional bodies:

- 10.3.1 Transfrigoroute

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- 10.3.2 AVRO (Association of vehicle Recovery Operators)
- 10.3.3 CPT (Confederation of Passenger Transport)
- 10.3.4 Any other relevant and recognised professional body
- 10.3.5 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 10.3.6 The Supplier shall ensure that staff understand the Buyer's vision and objectives and will provide excellent customer service to the Buyer throughout the duration of the Contract.
- 10.3.7 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard. As a minimum, engineers will hold one of the following qualifications or a recognised equivalent:
 - 10.3.8 City and Guilds Motor Vehicle Technicians Part 2 (part 3 alone is not acceptable without part 2).
 - 10.3.9 Full Technological certificate
 - 10.3.10 BTEC/SCOTVEC in engineering with Science and Maths and Vehicle Technology modules.
 - 10.3.11 BTEC/SCOTVEC in Motor vehicle studies with Science and Maths and Vehicle technology modules.
 - 10.3.12 City and Guilds in Mechanical Engineering Technician's certificate (workshop technology part 2).
 - 10.3.13 Technician qualifications with vehicle manufacturers.
- 10.3.14 The Supplier will supply engineers with the relevant training, experience and work skills knowledge.
- 10.3.15 The Buyer would prefer engineers to have at least 3 years' experience the repair, maintenance and inspections of HGV's/PSV's/Trailers, however, should the engineers have less than 3 years' experience, the Supplier should contact the Buyer for permission prior to the engineers attending site.
- 10.3.16 The Supplier will hold validated references for their staff, including documentary evidence to establish their identity and integrity.

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11 PRICE

- 11.1 The Supplier is to write to the Buyer before the end of each financial year detailing out its charges out rates for the following financial year.
- 11.2 Prices for service delivery and key components will be set-out and agreed in the pricing schedule as per attachment 3 – Pricing Scheduled Vehicle Specialist Services.
- 11.3 The Supplier will give at least 2 months notice of any proposed change in costs and supporting evidence for the change.

12 SERVICE LEVELS AND PERFORMANCE

- 12.1 The Supplier will agree a number of key performance indicators (KPIs) which will be used to assess the performance of the Supplier in meeting the Buyer's requirements. These will include:
- 12.1.1 The Supplier will make itself available for a scheduled meeting at the request of the Buyer within 14 calendar days.
- 12.1.2 The Supplier shall comply with all Health and Safety legislation, ensuring safety of themselves, Border Force staff and drivers.
- 12.1.3 Management Information reports shall be provided to the Buyer within the timescales set out within the SLA.

Service Levels				Service Level Threshold (Z)
KPI/SLA	Key Indicator	Service Level Performance Measure (X)	Service Credit for Each Service Period (Y)	
1. The Supplier shall provide an estimated time of arrival of the engineer within twenty [20] minutes of an initial service request being made to the helpdesk.	Time Service Factor	Number of service requests providing an estimated time of arrival within 20 minutes of the service request Minimum target = 100%	No service credit	100% Target met as per KPI (1)
			Five percent [5%] invoice credit against invoice where failure occurred.	Target met on ninety-six [96%] to ninety-nine percent [99%] of occasions in any

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				rolling three [3] month period.
			Eight percent [8%] invoice against invoice where failure occurred.	Target met on ninety [90%] to ninety-five percent [95%] of occasions in any rolling three [3] month period.
			Critical Service Failure	Below ninety percent [90%] of occasions in any rolling three [3] month period.
2. The Supplier shall provide a technical support service which shall be available twenty-four hours per day, seven days per week [24/7], fifty-two [52] weeks per year.	Supplier Response Time	Technical Support requests missed/unanswered as a percentage of the number of technical support requests logged that require twenty four [24] hours, seven [7] days per week, fifty-two [52] weeks per year availability. Minimum Target = 97%	No Service Credit	100% Target met as per KPI (2)
			Five percent [5%] of the total calendar month invoice credit relating to technical support service.	Target met on ninety-four to ninety-six percent [94% • 96%] of occasions in any rolling three-

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				month period.
			Ten percent [10%] monthly invoice credit of the total calendar month invoice credit relating to technical support service.	Target met on ninety to ninety-three percent [90% • 93%] of occasions in any rolling three [3] month period.
			Critical Service Failure	Below 90% in any rolling three [3] month period.
3. The Supplier shall comply with all health and safety legislation, ensuring safety of themselves, BF staff and drivers	Endangering health and safety		No Service Credit	100% Target Met as per KPI 3
			Critical Service Failure	Below 100%

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4. The supplier shall provide performance and management information to the Buyer upon request.	Management Information	MI shall be supplied every calendar month on a date agreed by the Buyer, or, within 7 calendar days of being requested to do so by the Buyer.	Three percent [3%] invoice credit of the total monthly invoice value (Calendar Month).	Target met on ninety to ninety-nine percent [90% - 99%] of occasions in each calendar month.
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12.1.4 Service Credits are calculated and performance monitored per calendar month.

12.1.5 A rolling three-month period will consist of the previous three calendar months, from the date where the service request or service failure has occurred (e.g. Service Failure 15th April – relevant rolling three-month period for service delivery/calculation shall subsequently be 16th January – 15th April).

13 PAYMENT AND INVOICING

13.1 Payment can only be made following satisfactory delivery of pre-agreed services and deliverables.

13.2 Should the scope of work change once work has commenced, the Supplier must inform the Buyer (responsible Border Force officer at the port) to seek approval for any additional works/ costs. Any work undertaken without approval is deemed as working at risk and the Buyer do not accept any liability for costs the Supplier will incur.

13.3 All invoicing will be in arrears and in the format requested by the Buyer.

13.4 Invoices to be submitted within 7 days, at the end of each month. All invoices should be sent, quoting a valid purchase order number in advance of the first invoice to: hosupplierinvoices@homeoffice.gov.uk; or;

Home Office Shared Service Centre,

PO Box 5015

Newport

NP20 9BB

13.5 Invoices should include:

- Invoice date

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- The Customer's Purchase Order/Order number;
 - The full address of the delivery location;
 - Details of the Ordered Goods provided;
 - Full cost breakdown;
 - VAT Registration number;
 - Any such other documentation as may reasonably be required by the Buyer to substantiate the invoice.
- 13.6 To avoid delay in payment the invoice must be compliant and must include the PO number and the details (name and telephone number) of the Buyer contact (ie Contract Manager). Non-compliant invoices will be returned.
- 13.7 In the event of an invoice not submitted within 60 days following the approval of the management information, the Buyer reserves the right to refuse to pay the invoice where there are no exceptional circumstances.

14 CONTRACT MANAGEMENT

- 14.1 The Buyer will advise on contract award, details of the business representative who will act as Contract Manager and be the first point of contact for the Supplier to resolve queries.
- 14.2 The Supplier will:
- 14.2.1 Nominate a dedicated Account or Contract Manager within the Company (and a suitability qualified deputy to act in their absence) as a single point of contact for the Buyer's representative;
 - 14.2.2 Attend periodic contract management meetings to discuss the performance of the Contract at a frequency to be agreed as required by the Commercial contract Manger.

15 LOCATION

- 15.1 The location of the Services will be delivered anywhere in Great Britain, Northern Ireland and Juxtaposed controls in Coquelles (France). Annex A provides a historical list of call outs per location since 2017.

Annex A

Call-Out Volumes 2017-2021

Ports that have utilised Vehicle Specialist Services:

- Dover (Port postcode: CT17 9BU)
- Immingham (Port postcode: DN40 2LZ)
- Purfleet (Port postcode: RM19 1RP)
- Poole (Port postcode: BH15 4AJ)
- Tyneside (Port postcode: NE34 9PT)
- Portsmouth (Port postcode: PO2 8SP)

Total number of call outs 2017-2021

Total call outs:

48

List of call-outs from Dover 2017 – 2021

Total call outs:	Description of jobs performed:	Frequency of job performed:
29	Tyre removal HGV	7
	Drain fuel tank HGV	5
	Brake repair/removal HGV	4
	Vehicle move HGV	4
	Opening safe inside container HGV	1
	Non-starter HGV	1
	Exhaust removal HGV	1
	Airline replacement HGV	1
	Isolator key repair HGV	1
	Refit Steering wheel HGV	1
	Axle removal HGV	1
	Air bag removal HGV	1
	Air bag removal HGV	1

List of call-outs Immingham 2017 – 2021

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Total call outs:	Description of jobs performed:	Frequency of job performed:
8	Tyre removal HGV	4
	Opening fuel tank HGV	2
	Panel Removal - HGV	1
	Access to box on roof of HGV	1

List of call-outs Purfleet 2017 – 2021

Total call outs:	Description of jobs performed:	Frequency of job performed:
1	Access to HGV side locker	1

List of call-outs Poole 2017 – 2021

Total call outs:	Description of jobs performed:	Frequency of job performed:
6	Fuel tank removal HGV	4
	Opening fuel tank HGV	2
	Panel Removal HGV	1

List of call-outs Tyneside 2017 – 2021

Total call outs:	Description of jobs performed:	Frequency of job performed:
2	Tyre removal HGV	1
	Tilt HGV cab	1

List of call-outs Portsmouth 2017 – 2021

Total call outs:	Description of jobs performed:	Frequency of job performed:
2	Tyre removal HGV	1
	Broken Gear box HGV	1

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